

# Retail Market Procedure NI 3

## Objections and Cancellations

**31/08/2016**

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# Retail Market Procedure NI 3 – Objections and Cancellations

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# **Retail Market Procedure NI 3 – Objections and Cancellations**

## **1. Introduction**

### **1.1 Scope**

This document describes the Retail Market Procedure for the objections and cancellations to Registrations for a Meter Point in Northern Ireland.

This process will be followed when an objection is raised by an Old Supplier to a Change of Supplier request from a New Supplier and when a Registration is cancelled directly by NIE Networks or by a Supplier.

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

- Change of Supplier Objection
- Change of Supplier Cancellation
- New Connection Cancellation
- Grouped Unmetered Objection and Cancellation

## Retail Market Procedure NI 3 – Objections and Cancellations

### 1.2 History of Changes

Version	Source of Change	Description of Change
0.1	NIE ES	Initial Draft
0.2	NIE ES	New Connection Cancellation Added
0.3	P Merkens	Updated for MCR 1041
0.4	P Merkens	Updated following NIE review and for MCR 1053
0.91	P Merkens	Issued for SIG Workshop
0.92	P Merkens	Updated following SIG Workshop
0.93	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	A Ferguson	Baseline CDA Board Approved <ul style="list-style-type: none"><li>• Update for DR1110/CRID163</li></ul>
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms
2.1.1	J-E Smith	CDA Board Approved <ul style="list-style-type: none"><li>• Updated for DR1132/CRID177</li></ul>
3.0	NIE Networks	Updated to incorporate change of name from NIE to NIE Networks

### 1.3 Document References

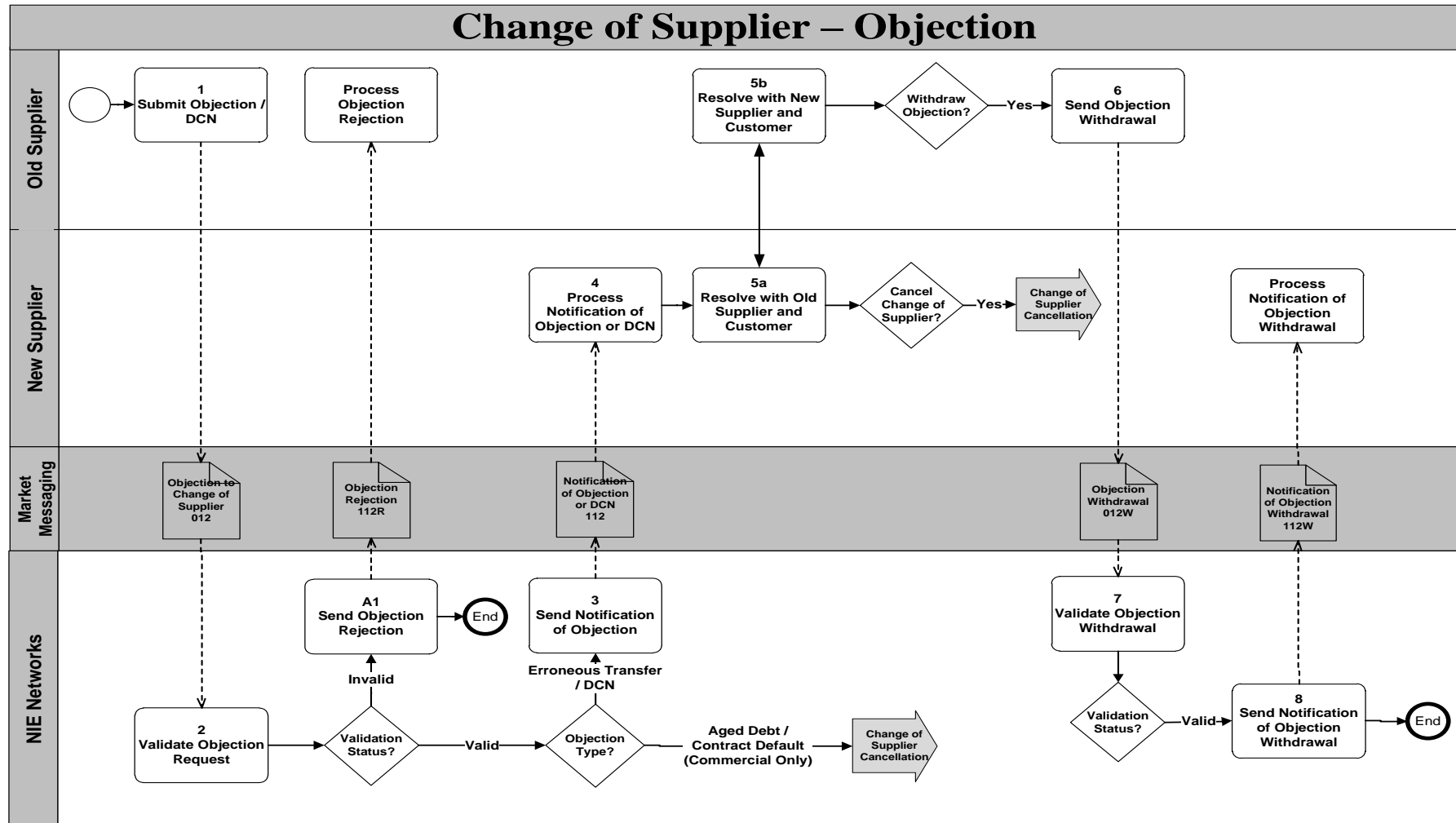
Document Reference	Document name
MP NI 1	Change of Supplier Non Interval Credit
MP NI 2	Change of Supplier Interval
MP NI 5	New Non Interval Metered Connection
MP NI 6	New Interval Metered Connection
MP NI 36	Change of Grouped MPRN
MP NI 37	Change of Supplier Keypad
MP NI 39	NI Market Procedures - Glossary of Terms
MP NI 115	DCN Code of Practice

## Retail Market Procedure NI 3 – Objections and Cancellations

### 2. Procedure Description

#### 2.1 Change of Supplier Objection

##### 2.1.1 Process Flow Diagram





## Retail Market Procedure NI 3 – Objections and Cancellations

Step	Role	Action	Interface
4, 5a, 5b	<b>NIE Networks</b>	<p>Where the New Supplier receives the Notification of Objection they can engage with the Old Supplier to agree the outcome of the objection.</p> <p>This may result in either the Old Supplier withdrawing the objection or the New Supplier cancelling the Change of Supplier request (see section 2.2 for Change of Supplier Cancellation).</p> <p>If a Debt Contact Notification (DCN) is raised NIE Networks will notify the New Supplier. The Old Supplier and New Supplier may bilaterally agree on an arrangement to transfer debt. Refer to MP NI 115 DCN Code of Practice for details on DCN processing.</p>	
6	<b>Old Supplier</b>	Where a Supplier wishes to withdraw an objection for Erroneous Transfer the Old Supplier sends an Objection Withdrawal request to advise NIE Networks.	012W to NIE Networks
7,8	<b>NIE Networks</b>	<p>NIE Networks will validate the Objection Withdrawal request and where valid, will send an Objection Withdrawal Notification to the New Supplier.</p> <p>Where an Objection Withdrawal request is not valid, NIE Networks will advise the Old Supplier by sending an email. (See section 2.1.4 for objection withdrawal validation).</p> <p>A 112W message will be also be sent by NIE Networks where a CoS has completed and an open objection has expired.</p>	<p>112W</p> <p>Email to Old Supplier</p> <p>112W</p>

## Retail Market Procedure NI 3 – Objections and Cancellations

### 2.1.3 Objection Validation

An objection will be rejected and the Old Supplier advised if:

- The MPRN is not registered to the Supplier initiating the objection when a Change of Supplier is in progress
- No Change of Supplier is in progress and the MPRN was not previously registered (within the last 100 days) to the Supplier initiating the objection.
- The postcode provided in the Meter Point Address does not match that held by NIE Networks where a postcode is held by NIE Networks
- The Objection Reason is not one of the allowable values as follows:
  - **ET** - for reason of erroneous transfer
  - **DE** – for debt (Commercial only)
  - **DCN** - for debt contact notification (Residential only)
  - **CD** – for contract default (Commercial only)
- Where the Objection Reason is for Aged Debt or Contract Default and the objection is not received within two days of the Change of Supplier Notification
- Where the Objection Reason is for Erroneous Transfer and the objection is not received within any time up to 100 days following the effective date of the Change of Supplier
- The Change of Supplier request has indicated a Change of Tenancy / Change of Legal Entity

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

### 2.1.4 Objection Withdrawal Validation

An objection withdrawal will be rejected and the Old Supplier advised if:

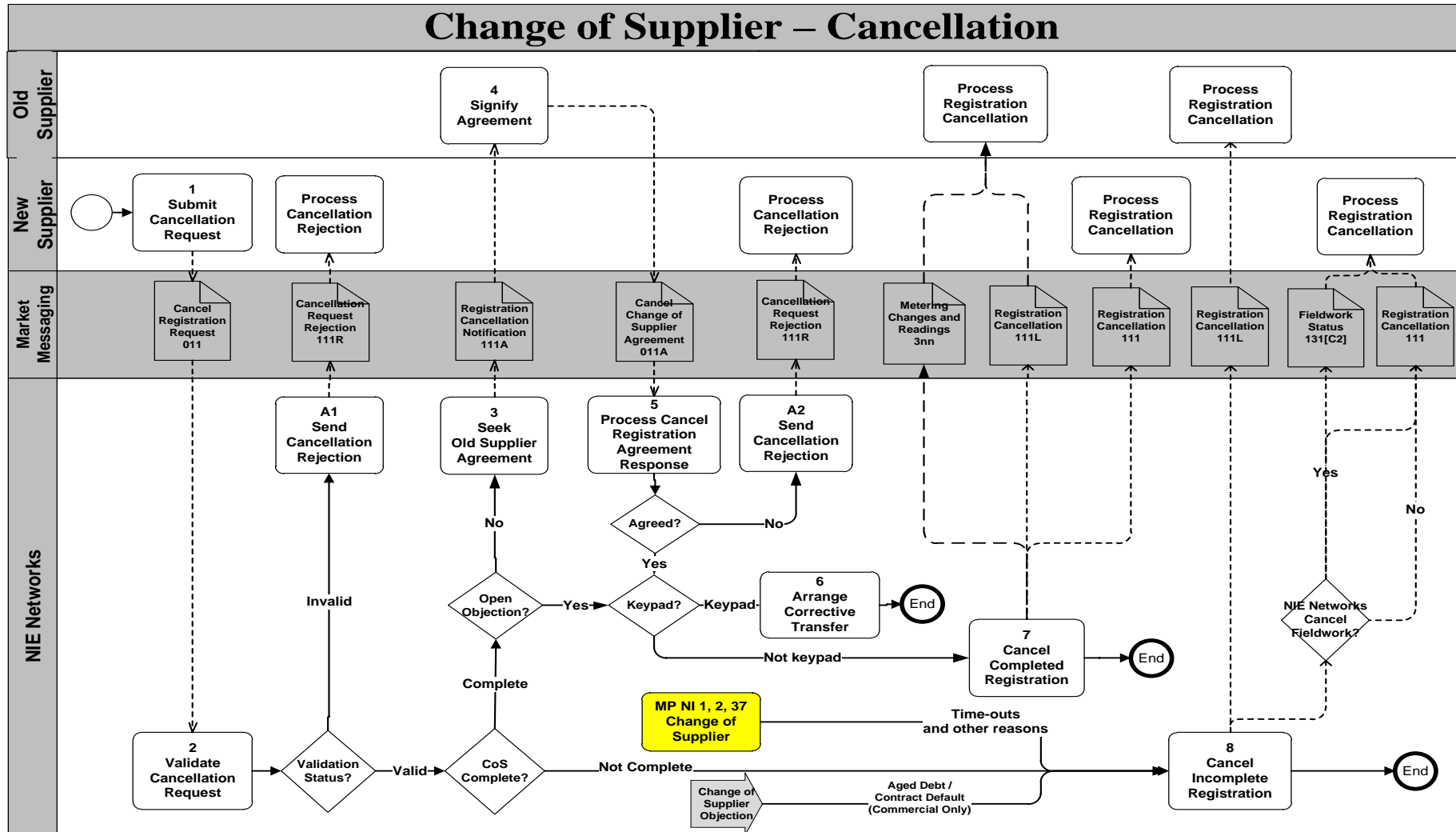
- The Old Supplier has not previously initiated an objection for this MPRN
- There is a discrepancy with the objection, other than minor differences in the Meter Point Address
- The Objection Reason is not set to ET – Erroneous Transfer



# Retail Market Procedure NI 3 – Objections and Cancellations

## 2.2 Change of Supplier Cancellation

### 2.2.1 Process Flow Diagram



## Retail Market Procedure NI 3 – Objections and Cancellations

### 2.2.2 Process Description

Step	Role	Action	Interface
1	<b>New Supplier</b>	A New Supplier may cancel a Change of Supplier by sending a Cancel Registration Request as follows: <ul style="list-style-type: none"> <li>• If the Change of Supplier is not completed, cancellation may be made at any time. However, if Fieldwork has been despatched or completed the New Supplier may be liable for charges for Registration cancellation, Fieldwork and reversal of Fieldwork.</li> <li>• If the Change of Supplier is completed, cancellation may be requested for any valid cancellation reason within 100 days of the effective date of the Change of Supplier. The New Supplier will be liable for charges for Registration cancellation and the reversal of any Fieldwork.</li> </ul>	011 to NIE Networks
2	<b>NIE Networks</b>	NIE Networks will validate the Cancel Registration Request (see section 2.2.3 for cancellation validation)	
A1	<b>NIE Networks</b>	NIE Networks will advise the New Supplier where a Cancel Registration Request fails validation by sending a Cancellation Request Rejection	111R to New Supplier
3	<b>NIE Networks</b>	Where a valid cancellation request is received for a completed Change of Supplier, NIE Networks will seek agreement from the Old Supplier by sending a Registration Cancellation Notification.	111A to Old Supplier
4	<b>Old Supplier</b>	The Old Supplier will signify their agreement/disagreement to a cancellation request for a completed Change of Supplier by sending a Cancel Change of Supplier Agreement to NIE Networks.	011A to NIE Networks
5	<b>NIE Networks</b>	NIE Networks will process the agreement response from the Old Supplier.	
A2	<b>NIE Networks</b>	Where the Old Supplier does not agree to the cancellation, NIE Networks will advise the New Supplier by sending a Cancellation Request Rejection.	111R to New Supplier
6	<b>NIE Networks</b>	For a Keypad Metered Site where the Change of Supplier has been completed and a cancellation request for any valid reason is received from the New Supplier or if NIE Networks detects through its own consistency	

## Retail Market Procedure NI 3 – Objections and Cancellations

Step	Role	Action	Interface
		<p>checks that an erroneous transfer has occurred or is informed by any other party that an erroneous transfer has or may have occurred then NIE Networks will seek agreement for corrective transfers from each affected Supplier.</p> <p>If agreement is obtained NIE Networks will:</p> <ul style="list-style-type: none"> <li>• Contact the Suppliers for them to effect a further corrective Change of Supplier by following the Keypad Meter Transfer process in MP NI 37 - Change of Supplier Keypad</li> <li>• Provide to each Supplier both sets of transfer readings, AUF, DUoS Tariff and Time of Use codes for the period in order to facilitate a financial settlement which results in each Supplier and the Customer being returned to an equitable financial position, ie as if the erroneous transfer had not occurred.</li> </ul>	
7	<b>NIE Networks</b>	<p>Where the Old Supplier agrees to a cancellation request for a completed Change of Supplier, NIE Networks will:</p> <ul style="list-style-type: none"> <li>• Cancel the New Supplier Registration by transferring the Registration back to the Old Supplier as at the effective date.</li> <li>• Where required by the Old Supplier, arrange for reversion of the metering configuration to that in place prior to the Change of Supplier</li> <li>• Provide to the Old Supplier a complete record of metering changes and readings using appropriate market messages since the effective date of the cancelled Change of Supplier where applicable.</li> <li>• Inform both Suppliers of the cancellation.</li> </ul>	<p>310, 331, 332 to Old Supplier</p> <p>111L to Old Supplier 111 to New Supplier</p>
8	<b>NIE Networks</b>	<p>In cases where a Change of Supplier is not completed NIE Networks will cancel a Change of Supplier request in the following circumstances:</p> <ul style="list-style-type: none"> <li>• NIE Networks does not hold a Postal Code and cannot determine a match with other address data; or</li> <li>• The Meter Point is de-energised and NIE Networks is pursuing a Revenue Protection action or investigation against the Customer; or</li> <li>• A valid cancellation request is received from the New Supplier: or</li> <li>• A valid objection is received for a Commercial Customer from the Old Supplier for aged debt or for contract default: or</li> <li>• Where, in the event that a connection agreement is required for an HV connected Meter Point, forty days has elapsed from Registration receipt; or</li> </ul>	

## Retail Market Procedure NI 3 – Objections and Cancellations

Step	Role	Action	Interface
		<ul style="list-style-type: none"> <li>• Where Fieldwork has been requested on the Change of Supplier and the fieldwork is cancelled; or</li> <li>• Where, unless Fieldwork was requested, a reading for a Non-Interval Meter Point has either not been received or is invalid and an estimate has not been requested or is not allowed and no other valid actual reading is available within the time limit for completion of the Change of Supplier; or</li> <li>• Where, for a keypad Change of Supplier, the New Supplier record on the Keypad Transaction System is not activated by fifteen days after the receipt of the Registration Request</li> </ul> <p>NIE Networks MRS will cancel an incomplete Change of Supplier process as follows:</p> <ul style="list-style-type: none"> <li>• Any non-despatched Fieldwork will be cancelled along with the associated Appointment.</li> <li>• Both Suppliers will be informed.</li> </ul> <p>In the event that Fieldwork is cancelled by NIE Networks then NIE Networks will send a Fieldwork Status message to the Supplier detailing the reason for the cancellation.</p>	<p>111L to Old Supplier 111 to New Supplier</p> <p>131 [C2] to New Supplier</p>

### 2.2.3 Change of Supplier Cancellation Validation

A Change of Supplier Cancellation request will be rejected and the New Supplier advised if:

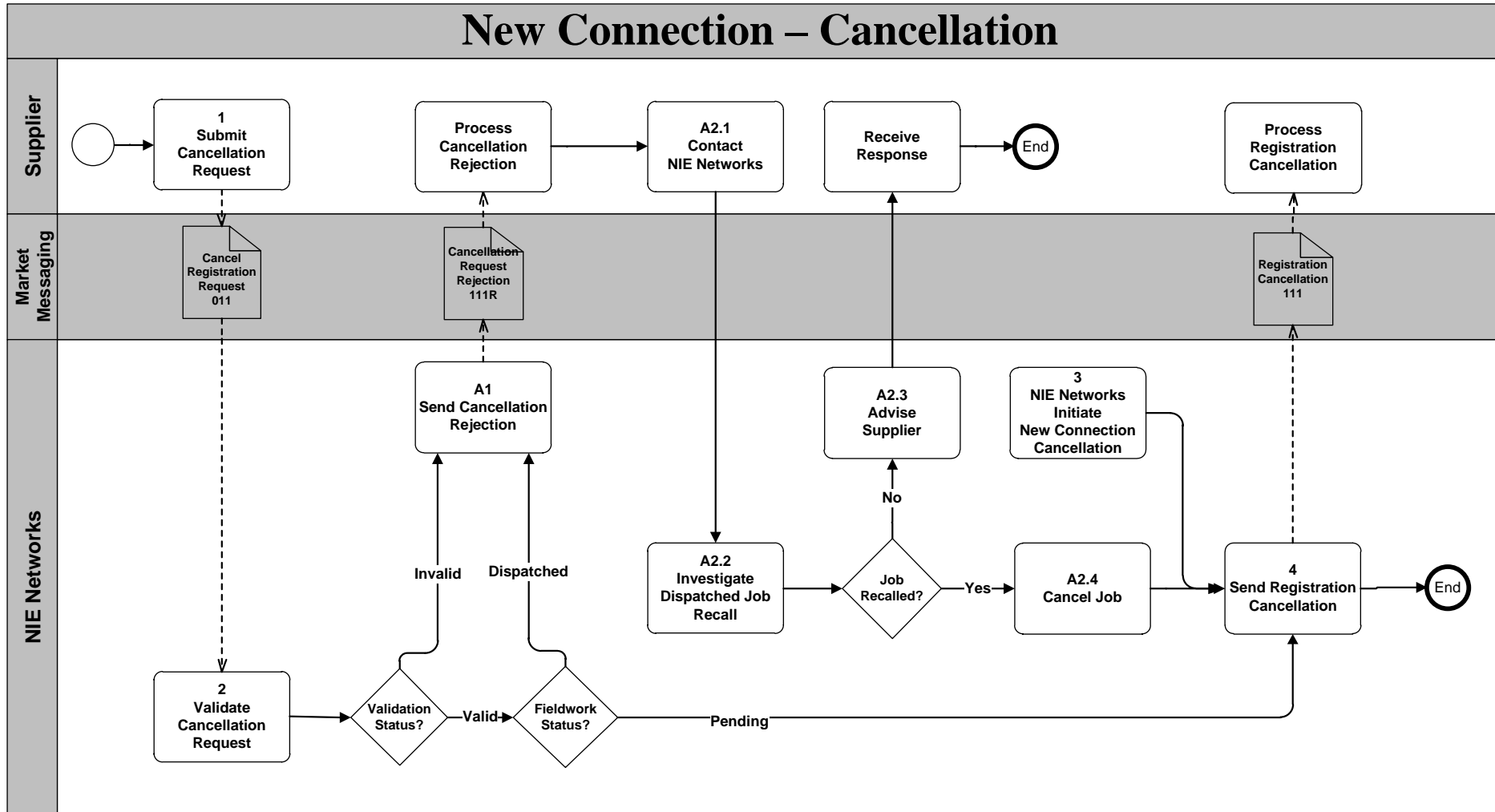
- The Supplier requesting the cancellation does not have a pending Change of Supplier Registration or a completed Change of Supplier effective within the previous 100 days for the MPRN
- Where a Change of Supplier is complete, the Old Supplier has not indicated agreement within 105 days of the Change of Supplier becoming effective
- The Cancellation Reason is not a valid code as issued by NIE Networks
- The Cancellation Reason code is OS – cancelling in response to objection, and there is no outstanding objection from the Old Supplier
- The Change of Supplier has completed and a cancellation request is for a site where the MPRN forms part of a trading site under SEM

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

## Retail Market Procedure NI 3 – Objections and Cancellations

### 2.3 New Connection Registration Cancellation

#### 2.3.1 Process Flow Diagram



## Retail Market Procedure NI 3 – Objections and Cancellations

### 2.3.2 Process Description

Step	Role	Action	Interface
1	<b>Supplier</b>	<p>A Supplier may cancel a New Connection Registration if the site is not energised.</p> <p>The Supplier will request cancellation of a New Connection Registration by providing a Cancel Registration Request to NIE Networks completed in accordance with the message implementation rules.</p>	011 to NIE Networks
2	<b>NIE Networks</b>	NIE Networks will validate the Cancel Registration Request	
A1	<b>NIE Networks</b>	Where the Cancel Registration Request fails validation or where a valid Cancel Registration Request is received but Fieldwork has been dispatched or completed, NIE Networks will reject the Cancel Registration Request sending a Cancellation Request Rejection.	111R to Supplier
A2.1	<b>Supplier</b>	Where a Supplier has received a Cancellation Request Rejection for a new connection they may contact NIE Networks to enquire if the Fieldwork can be recalled.	
A2.2 – A2.4	<b>NIE Networks</b>	<p>NIE Networks will investigate and advise the Supplier. Where the Fieldwork can be recalled NIE Networks will cancel the Fieldwork job. If the Fieldwork cannot be recalled NIE Networks will advise the Supplier.</p> <p>If Fieldwork has been dispatched or completed in order to effect changes to metering configuration as a result of the Registration Request the Supplier may be liable for charges for cancellation, Fieldwork and reversal of Fieldwork.</p>	
3	<b>NIE Networks</b>	<p>NIE Networks may cancel an accepted Registration, and advise the Supplier of this, in the following circumstances:</p> <ul style="list-style-type: none"> <li>• If NIE Networks does not hold Postcode data for the Meter Point and a manual inspection of the other address data does not provide a match</li> <li>• If NIE Networks considers that it is not safe to energise the Meter Point</li> <li>• If NIE Networks is pursuing a Revenue Protection action or investigation against the Customer</li> <li>• If the Customer does not allow the job to proceed</li> </ul>	

## Retail Market Procedure NI 3 – Objections and Cancellations

Step	Role	Action	Interface
4	<b>NIE Networks</b>	Where a cancellation of a new connection is accepted NIE Networks will send a Registration Cancellation confirmation to the Supplier.  The market message will contain a Cancellation Reason code to indicate the reason for the cancellation.	111 to Supplier

## **Retail Market Procedure NI 3 – Objections and Cancellations**

### **2.4 Grouped Unmetered Objection and Cancellation**

Objections and cancellations in respect of grouped unmetered sites are performed manually.

Suppliers who wish to object to a group unmetered Registration for Change of Supplier should contact NIE Networks in accordance with the objection timescales described in this procedure. Objections may also be made in respect of a transfer of an unmetered Technical MPRN between Grouped MPRNs.

Suppliers who wish to cancel a group unmetered Registration should contact NIE Networks in accordance with the cancellation timescales described in this procedure.