REC Market Scenario Testing ~~Entry Assessment & BSC~~ Qualification Storyboards

~~Effective from~~Published ~~18/07/2022~~November 2024

Version ~~6.0~~0.1 (~~Final~~Draft)

Administered jointly by:

~~REC~~

~~130 Old Street,~~

~~London~~

~~EC1V 9BD~~

~~ELEXON~~

~~4th Floor, 350 Euston Road~~

~~London~~

~~NW1 3AW~~

RETAIL ENERGY CODE

Contents

1. Introduction 10

1.1. Purpose 10

1.2. Structure of the Storyboards 12

1.3. Completion of the Storyboards 13

2. Storyboards for Supply Businesses 15

2.1. Applicable to Suppliers 15

2.1.1. MSTS001 Switch Request as Gaining Supplier 15

2.1.2. MSTS002 Switch Request as Losing Supplier 17

2.1.3. MSTS003 Switch Request as Gaining Supplier with Upheld Objection 19

2.1.4. MSTS004 Switch Request as Losing Supplier with upheld objection due to erroneous switch 21

2.1.5. MSTS005 Switch Request as Gaining Supplier with Disputed Meter Read 23

2.1.6. MSTS006 Switch Request as Losing Supplier with Resolved Objection and Disputed Meter Read 26

2.1.7. MSTS007 New Metering System Installation, Initial Registration and Energisation ... 28

2.1.8. MSTS008 Update to Priority Services Register 31

2.1.9. MSTS009 De-energisation of a Metering Point 59

2.1.10. MSTS010 Metering Equipment Fault & RPS Report 61

2.1.11. MSTS011 Multiple Change of Agent 62

3. Storyboards for Distributors 69

3.1. Applicable to all Distributors 69

3.1.1. MSTD001 Switch Request 69

3.1.2. MSTD002 Investigation into irregularity 71

3.1.3. MSTD003 De-energisation of a Metering Point 73

3.1.4. MSTD004 New Metering System, Initial Registration and Energisation 75

3.1.5. MSTD005 HH Energisation with Pending Switch 103

4. Storyboards for Meter Equipment Managers 105

4.1. Applicable to all Meter Equipment Managers 105

4.1.1. MSTM001 Metering Asset Installation (Gas and Electricity) 105

4.1.2. MSTM002 Metering Asset Removal (Gas and Electricity) 108
4.1.3. MSTM003 Metering Asset Replacement / Reconfiguration (Gas and Electricity) 111
4.1.4. MSTM004 Change of MEM (Gas and Electricity) 114
4.1.5. MSTM005 Change of MAP (Electricity Only) 117
4.1.6. MSTM006 Energisation of a Metering point (Electricity Only) 118
4.1.7. MSTM007 De-Energisation of a Metering point (Electricity Only) 120
4.1.8. MSTM008 Fault Resolution (Electricity Only) 123
4.1.9. MSTM009 Proving Tests (Electricity Only) 125
1. Introduction 9
1.1. Purpose 9
1.2. Terminology 9
1.3. Structure of this Document 9
1.4. Applicability of the Storyboards 10
1.5. Structure of the Storyboards 11
1.6. Completion of the Storyboards 12
1.7. Glossary of Terms 12
1.8. Changes to this document 12
2. Storyboards for Supply Businesses 13
2.1. Applicable to all Suppliers 13
2.1.1. MESS001 – Switch Request as Gaining Supplier 13
2.1.2. MESS002 - Switch Request as Losing Supplier 15
2.1.3. MESS003 - Switch Request as Gaining Supplier with Upheld Objection 17
2.1.4. MESS004 - Switch Request as Losing Supplier with upheld objection due to erroneous switch 19
2.1.5. MESS005 - Switch Request as Gaining Supplier with Disputed Meter Read 21
2.1.6. MESS006 - Switch Request as Losing Supplier with Resolved Objection and Disputed Meter Read 23
2.1.7. MESS007 - New Metering System Installation, Initial Registration and Energisation 25
2.1.8. MESS008 – Update to Priority Services Register 27
2.2. Applicable to all Non-Half Hourly Suppliers 28

2.2.1. JSS001 NHH Change of Supplier as Gaining Supplier (Removed) 28
2.2.2. JSS002 NHH Change of Supplier as Losing Supplier (Removed) 29
2.2.3. JSS003 NHH Change of Supplier as Gaining Supplier with Upheld Objection (Removed) 30
2.2.4. JSS004 NHH Change of Supplier as Gaining Supplier with Resolved Objection, Change of Metering and Disputed Meter Read on Change of Supplier (Removed) 31
2.2.5. JSS005 NHH Change of Supplier as Losing Supplier with Resolved Objection & Change of Metering and Disputed Meter Read on Change of Supplier (Removed) 32
2.2.6. JSS006 NHH Meter Irregularity Investigation 33
2.2.7. JSS007 NHH Change of Meter Technical Details 34
2.2.8. JSS008 NHH Revenue Protection Services Investigation 36
2.2.9. JSS009 NHH De-energisation of a Metering Point 37
2.2.10. JSS010 NHH Disconnection of a Metering Point 39
2.2.11. JSS011 NHH Metering Point Energisation 40
2.2.12. JSS012 NHH New Metering System, Initial Registration, Energisation, Initial SVA 41
2.2.13. JSS013 NHH Bulk Change of Agent 43
2.2.14. JSS014 NHH Exception Report Processing (D0095) 45
2.2.15. JSS015 NHH Resolution of an Erroneous Switch 46
2.3. Applicable to Non-Half Hourly Suppliers to Domestic Premises 47
2.3.1. JSS021 NHH Prepayment Change from Credit meter to Pre-Payment Metering 47
2.3.2. JSS024 NHH Prepayment Debt Transfer 49
2.3.3. JSS025 NHH Change of Tenancy (CoT) 51
2.4. Applicable to all Half Hourly Suppliers 52
2.4.1. JSS101 HH New Metering System, Initial Registration, Energisation (Removed) 52
2.4.2. JSS102 HH Change of Supplier as Gaining Supplier (Removed) 53
2.4.3. JSS103 HH Change of Supplier as Losing Supplier (Removed) 54
2.4.4. JSS104 HH Change of Supplier as Losing Supplier with upheld objection due to erroneous registration (Removed) 55
2.4.5. JSS105 HH Meter Re-configuration 56
2.4.6. JSS106 HH De-energisation of a Metering Point 57

2.4.7. JSS107 HH Disconnection 58
2.4.8. JSS108 HH Metering Equipment Fault & RPS Report 59
2.4.9. JSS109 HH Multiple Change of Data Collector and Data Aggregator 60
2.4.10. JSS110 NHH to HH Change of Measurement Class (No Change of Supplier) 62
2.4.11. JSS111 HH Gain Coincident with Change of Measurement Class 64
2.4.12. JSS112 HH Exception Report processing (D0235) 66
3. Storyboards for Distributors 67
3.1. Applicable to all Distributors 67
3.1.1. MESD001 - Switch Request 67
3.1.2. MESD002 - Investigation into irregularity 69
3.1.3. MESD003 - De-energisation of a Metering Point 71
3.1.4. MESD004 - New Metering System, Initial Registration and Energisation 72
3.2. Non-Half Hourly Storyboards applicable to all Distributors 74
3.2.1. JSD201 NHH Change of Supplier with initial Registration Rejection (Removed) 74
3.2.2. JSD202 NHH Change of Supplier with upheld objection (Removed) 75
3.2.3. JSD203 NHH Change of Supplier with Resolved Objection and Meter Reading Dispute (Removed) 76
3.2.4. JSD204 NHH Investigation into irregularity (Removed) 77
3.2.5. JSD205 NHH De-energisation of a Metering Point (Removed) 78
3.2.6. JSD206 NHH Consolidation of Metering Points 79
3.2.7. JSD207 NHH New Metering System, Initial Registration and Energisation (Removed) 81
3.2.8. JSD208 NHH Meter Reconfiguration (Removed) 82
3.2.9. JSD209 NHH Bulk Change of Data Collector and Data Aggregator 83
3.2.10. JSD210 NHH Emergency Fault 85
3.2.11. JSD211 NHH New Unmetered Supply 86
3.3. Half Hourly Storyboards applicable to all Distributors 88
3.3.1. JSD301 HH Investigation into irregularity (Removed) 88
3.3.2. JSD302 HH New Metering System, Initial Registration, Energisation (Removed) 89
3.3.3. JSD303 HH Change of Supplier (Removed) 90

3.3.4. JSD304 HH Change of Meter Functionality 91
3.3.5. JSD305 HH De-energisation of a Metering Point (Removed) 93
3.3.6. JSD306 HH Rejection of a Request for Disconnection 94
3.3.7. JSD307 NHH to HH Change of Measurement Class with no Switch 95
3.3.8. JSD308 HH Transfer from MPAS/SMRS to CMRS 97
3.3.9. JSD309 HH Energisation with Pending Switch 99
4. Storyboards for Meter Equipment Managers 101
4.1. Applicable to all Meter Equipment Managers 101
4.1.1. MESM001 – Metering Asset Installation (Gas and Electricity) 101
4.1.2. MESM002 – Metering Asset Removal (Gas and Electricity) 104
4.1.3. MESM003 – Metering Asset Replacement / Reconfiguration (Gas and Electricity) . 106
4.1.4. MESM004 – Change of MEM (Gas and Electricity) 109
4.1.5. MESM005 – Change of MAP (Electricity Only) 112
4.1.6. MESM006 – Energisation of a Metering point (Electricity Only) 113
4.1.7. MESM007 – De-Energisation of a Metering point (Electricity Only) 114
4.1.8. MESM008 - Change of Measurement Class (Electricity Only) 115
4.1.9. MESM009 – Fault Resolution (Electricity only) 116
4.1.10. MESM010 – Proving Tests (Electricity Half Hourly Only) 118

REC Portal Web Site: https://recportal.co.uk/

ELEXON Web Site: http://www.elexon.co.uk

CHANGE HISTORY

Version	Issue Date	Author	Reason for Change
0.1	Nov 2024	Code Manager	Uplifted from REC and BSC Joint Storyboards v6.0 in preparation for MHHS go-live

~~Version~~	~~Status~~	~~Issue Date~~	~~Reason for Change~~
~~1.0~~	~~Authorised~~	~~12/07/2007~~	~~Authorized by MEPB~~
~~2.0~~	~~Draft 1~~	~~10/09/2008~~	~~Corrections & Improvements as set out in Joint Change Requests~~
~~3.0~~	~~Authorised~~	~~27/02/2014~~	~~New storyboards JSS015, JSS024 JSS025, JSS112. Various corrections & clarifications~~
~~4.0~~	~~Authorised~~	~~25/06/2021~~	~~Updated to reflect MRA transition to REC and the removal of two storyboards no longer used~~
~~5.0~~	~~Authorised~~	~~01/10/2021~~	~~Inclusion of MEM storyboard guidance to support internal testing~~
~~6.0~~	~~Final~~	~~01/04/2022~~	~~Updates made in readiness for CSS go-live.~~

~~AUTHORS, EDITORS, REVIEWERS & CONTRIBUTORS~~

~~Version~~	~~Name~~	~~Role / Organisation~~
~~V1.0~~	~~Niemesh Amin, Orla Lemass, Peter Varley~~	~~Joint Team, Gemserv~~
	~~Alan Bennington, Brian Andrews, Guy Barnes~~	~~Joint Team, ELEXON~~
	~~Jennifer Clark, Anna Johnson, Richard Cullen, Keith Campion, Beth Brown~~	~~Reviewer, ELEXON~~
	~~William Cavin~~	~~Reviewer, Gemserv~~
	~~Andrew Latham, Glenda Simons, Hazel Cotman, John Lees, Martin Hewitt, Phil Hunt, Ruth Hays~~	~~MRA Storyboard Review Group~~
~~V2.0~~	~~Niemesh Amin, William Cavin~~	~~Gemserv~~
	~~Beth Brown~~	~~ELEXON~~

Version	Name	Role / Organisation
V3.0	Peter Varley, Amanda Ngoka, Karin Johnson, Kamila Nugumanova	Gemserv
	Nirav Vyas, Jon Spence	Elexon
V4.0	Dave Darracott, Walter Carlton	REC Code Manager
	Oli Meggitt	Elexon
V5.0	Dave Darracott, Prashant Sagar, Walter Carlton	REC Code Manager
V6.0	Dave Darracott, Prashant Sagar, Walter Carlton	REC Code Manager

Intellectual Property Rights, Copyright and Disclaimer

The copyright and other intellectual property rights in this document are vested in ELEXON Limited and the Retail Energy Code Company Limited or appear with the consent of the copyright owner. You are permitted to use this document provided that you do not modify it in any way and that all copyright and other proprietary notices contained in the document are retained on any copy you make. All other rights of the copyright owner not expressly dealt with above are reserved.

ELEXON Limited and Retail Energy Code Company Limited shall use their reasonable endeavours to ensure that the information provided or advice given is to the best of their belief and knowledge. No representation, warranty or guarantee is made that the information in this document is reliable, accurate or complete. Whilst care is taken in the collection and provision of this information, ELEXON Limited and Retail Energy Code Company Limited shall not be liable for any errors, omissions, misstatements or mistakes in any information or damages resulting from the use of this information or any decision made or action taken in reliance on it.

1. Introduction

1.1. Purpose

As part of the REC Market Entry for the REC, each Suppler, DNO, and MOA applicant is required to complete Market Scenario Testing. Prior to MHHS, the REC and BSC maintained a list of Joint Storyboards that could be used for both REC and BSC Market Scenario Testing.

For MHHS Qualification, a new Qualification Testing Framework (QTF) was been developed containing test cases and test scenarios relevant for MHHS Qualification. The BSC will continue to use and adapt this QTF for their enduring Qualification and will no longer use the Joint Storyboards.

This document provides the storyboards that are to be run for the Market Scenario Testings ~~Assessment~~ stage of the REC Market Entry Process; these storyboards can be used for both Internal and External Testing. The scope of testing will be agreed between the Party and the Entry Assessment Team, typically after the Business Solution Assessment. For example, where equivalent assurance can be gained from using the test cases from the QTF, the Party may be able to de-scope some of the tests in this document. ~~and which may be used as the basis for designing testing required to satisfy the Qualification Requirements under the BSC~~.
Please note the purpose of this document is to provide an indicative view of the Storyboards and will be updated prior to MHHS go-live after further consideration from the REC Code Manager, and further discussion with related industry partners. This update could include changes related to the QTF, or additional variants added to capture learnings from MHHS Qualification.

~~1.2. Terminology~~

~~In this document:~~

- ~~"Distributor" is used to mean the role of Distribution Network Operator as defined in the REC or a Licensed Distribution System Operator as defined in the BSC according to the context.~~
- ~~"Registration Service" is used to mean the Metering Point Administration Service (MPAS) as defined in the REC and the Supplier Meter Registration Service (SMRS) as defined in the BSC.~~
- ~~"CSS" is used to mean the 'Central Switching Service', composed of the Address Management Service and Registration Service as defined in the REC.~~
- ~~The terms "Metering Point" (REC) and "Metering System" (BSC) are directly equivalent.~~
- ~~The terms "MPAN Core" (REC) and Metering System ID (MSID) (BSC) are directly equivalent.~~

- "Losing Supplier" is directly equivalent to "Old Supplier" and refers to the supplier who will no longer supply energy to the consumer following a switch.
- "Gaining Supplier" is directly equivalent to "New Supplier" and refers to the supplier who now supplies energy or will do following a switch.
- "Meter Operator" means MEM, a Meter Equipment Manager as defined in the REC

1.3. Structure of this Document

This section gives an introduction to the structure and content of the storyboards contained within this document.

Section 2 contains the storyboards applicable to Suppliers. This section is further sub-divided according to market segments (see section 1.4 below).

Section 3 contains storyboards that are applicable to all Distributors.

Section 4 contains storyboards that are applicable to all Meter Equipment Managers.

Organisations need refer only to the sections that pertain to the market role and segment(s) in which they operate or intend to operate.

1.4. Applicability of the Storyboards

These storyboards have been jointly developed and maintained by the REC Code Manager and ELEXON for the purposes of the REC Market Entry and Maintenance of Qualification Processes and BSC Qualification Process respectively. This document covers these processes only for Suppliers and Distributors.

The scope of testing required by the REC Entry Process differs somewhat from that of the BSC Qualification Process, as set out in Table 1 below. Note that Suppliers may opt to operate in only a subset of the available segments and that NHH Domestic is in addition to the requirements of NHH Non-Domestic.

	REC Qualification	BSC Qualification
Supplier/Market Segment		
All Suppliers	✓	✓
NHH Non-Domestic	✓	✓
NHH Domestic	✓	*

HH	✓	✓
Distributor/Market Role		
Distributor	✓	*
MPAS/SMRS	✓	✓
SFIC (Supply Faults Information Centre)	✓	*
RPS (Revenue Protection Service)	If service provided	*
Meter Equipment Manager / Fuel Type		
Electricity	✓	*
Gas	✓	*

Table 1: Comparison of the scope of testing required for the REC and BSC

The intention is that an organisation that is subject to one or both of these processes needs to carry out this series of tests only once in order to satisfy the requirements of both bodies. Provided that comprehensive evidence of the results of each step is retained, this evidence can be presented to both bodies and should enable these bodies to complete their assessment of that aspect of their respective processes. For the specific arrangements that apply to a particular application, the assessment bodies must be consulted.

Section 2 is divided into three subsections covering the Non Half Hourly, Domestic and Half Hourly market segments. An organisation may choose to operate as a Supplier in the NHH or HH segments or both and will need to carry out scenarios only for the applicable segment(s). Some of the NHH scenarios refer to Special Needs in the variations. These variations need to be included by organisations supplying, or intending to supply, to Domestic premises as indicated in the Storyboards.

Should there be any information provided in this document that conflicts with the Retail Energy Code (REC) or the Balancing and Settlement Code (BSC), the REC or BSC will take precedence, as appropriate to the assessment process concerned.

1.5.1.2. Structure of the Storyboards

Each Storyboard has the following structure:

- **Title:** This starts with the scenario reference (e.g. MESS0xx) and contains a descriptive title for the scenario. The reference is codified with the following meanings:
  - MESS0xx MSTS0xx – Joint Storyboard for All Suppliers
  - JSS0xx – Joint Storyboard for Supplier; Non Half Hourly.
  - JSS1xx – Joint Storyboard for Supplier; Half Hourly.

- ~~MESD~~MSTD0xx ~~– Joint~~ Storyboard for ~~All Electricity~~ Distributors
- ~~JSD2xx – Joint Storyboard for Electricity Distributor; Non Half Hourly.~~
- ~~JSD3xx – Joint Storyboard for Electricity Distributor; Half Hourly.~~
- M~~S~~T~~ES~~M0xx ~~– Joint~~ Storyboard for Meter Equipment Mangers

- **Role:** Denotes the role that is to be performed when carrying out the scenario. Other market roles need not be performed but inputs from other market roles will need to be simulated.
- **Initial Conditions:** Sets out the conditions that must prevail before the scenario can begin. In some cases this involves significant preparation for the organisation under test.
- **The Scenario:** Gives a step-by-step description of the events that are to occur within the scenario. The events are described in business terms and it is the organisation's responsibility to interpret these into technical activities. Normal business processes must be used for the completion of these key events even if this requires completion of steps that are not explicitly listed in the Scenario.

  Some events require the simulation of dataflows, or information in another form, coming into the organisation.

  Some events are described that do not involve the role concerned. These are provided only for clarity and need not be actioned by the organisation under assessment.
- **Final Conditions:** Sets out the conditions that should prevail when the scenario has been fully completed. The scenario cannot be considered complete until all of the final conditions are met.
- **Variations:** Indicates variations to the scenario. Some of these are additions to the scenario whereas others replace or modify elements of the initial conditions or the scenario. A straightforward re-interpretation of the final conditions may then be required. The assessment body concerned may request that a particular variation is invoked.

~~1.6.~~1.3. Completion of the Storyboards

During the completion of the Storyboards, the organisation is required to create all flows that would normally be sent by them whilst performing the market role covered by the scenario. ~~-~~In addition, they are also required to simulate flows that would normally be received by them during the completion of the scenarios. This includes manual as well as automated information flows.

The Storyboards should not be considered as a definitive list of activities or sequence of events. Rather they are to clarify the objectives of the scenarios as an aid for each participant to produce their own scripts and test strategy if they so wish.

~~A Distributor is obliged to provide or procure a Registration Service. If this service is not already Qualified (REC) and Qualified (BSC) it must be used in all the Scenarios. Where a Distributor procures an Approved and Qualified Registration Service, it is permissible instead for the communication interface between the procured Registration Service and the Distributor to be simulated in terms of content, timing and communications method for live operation.~~

When carrying out the scenarios for the Market Scenarios Testing element of the REC Entry Process, normal operational timings are to be used, unless agreed otherwise with the assessment body. ~~When carrying out the scenarios as part of an internal testing programme operational timescales are not mandated.~~

~~1.7. Glossary of Terms~~

~~For definitions of terms used in this document refer to:~~

- ~~The REC Interpretations Schedule~~

- The Balancing & Settlement Code (BSC) Procedures

1.8. Changes to this document

This document will be subject to change from time to time. Updated versions will be published on the REC Portal and ELEXON websites. Any person with a bona fide interest in the storyboards may suggest a change by contacting either the REC Code Manager via the REC Portal or at enquiries@recmanager.co.uk or ELEXON via qualification@elexon.co.uk.

2. Storyboards for Supply Businesses

2.1. Applicable to ~~all~~ Suppliers

2.1.1. ~~MESS001~~ MSTS001~~–~~ Switch Request as Gaining Supplier

Applicant Role: Gaining Supplier

1. Initial Conditions:

- The Customer intends to change their Supplier and has received a quotation for supply from the potential Gaining Supplier.
- The Gaining Supplier has retained evidence of all of the above.
- The Metering Point is energised.

2. The Scenario:

The Customer accepts the terms of the Gaining Supplier. The Gaining Supplier submits a Switch Request to the CSS Provider. The Gaining Supplier receives a notification from the CSS Provider that the Switch Request has been validated, and is pending[1]. The Losing Supplier confirms that it does not intend to raise an objection, or does not submit an objection by the end of the objection period to the CSS Provider. The CSS Provider updates the registration status of the Metering Point to 'Confirmed', and notifies the Gaining Supplier, Gaining Shipper, ~~the MEM and the DA~~ and appointed agents. ~~Upon receipt of this notification, the Gaining Supplier must set the Settlement Parameters for the meter in accordance with the BSC and UNC as appropriate.~~

The Gaining Supplier appoints its agents to the Metering Point. Each of the agents accepts its appointment and, through the exchange of Customer and Metering Point information between the Gaining Supplier and new agents, the appointment process is completed. ~~This~~ For Electricity, this is notified to the Gaining Supplier when it receives confirmation from the SMRS of the agent Appointment Outcome, and the Gaining Supplier validates the Meter Technical Details and sends the Consumer details to the Gaining MOA. For Gas, this is

[1] If the Switch Request is part of an One Fail All Fail (OFAF) group, the status of the request will be pending but not proceed to 'Confirmed'. OFAF means that a Switch Request has been identified as dependent upon the successful progress of other Switch Requests in the same OFAF Group (or, following Validation of one or more of those Switch Requests, all the resulting Registrations while they are either Pending or Confirmed).

notified to the Gaining Supplier by the Gaining MAM, and the Gaining Supplier notifies the Gaining Shipper. ~~appointed Data Collector that the Metering Point is now included in the reading schedules and when the Gaining Supplier receives the Metering Point technical details from the Meter Operator.~~

3. Final Conditions:

- The Gaining Supplier registered the Metering Point with the Registration Service with all Supplier-owned items set.
- The Gaining Supplier's systems are up to date with all Customer, Metering Point and Switch Request information.
- The Gaining Supplier has completed any Customer notifications to finalise the Switch Request according to their normal business processes.
- The first day's advances have been received by the Supplier (if the meter is settled HH)

4. Variations

Where the meter is ~~settled on a NHH basis~~Electric:

- In the case that the MOA appointment is rejected, the Gaining initiates a new MOA Appointment
- The meter is a Traditional or Advanced Metering Asset
- ~~On the supply start date the Gaining Supplier contacts the Customer who provides a meter reading. This is forwarded to the New Data Collector who validates the data and notifies the Gaining Supplier that it has been accepted as the change of Supplier meter reading. The Losing Supplier also accepts this as the change of Supplier meter reading.~~

~~Where the meter is settled on a HH basis:~~

- ~~The Gaining Supplier receives the Metering Point technical details from the new Meter Operator. The Data Aggregator calculates aggregated data for the first day of supply and notifies the relevant market participants.~~

2.1.2. ~~MESS002~~MSTS002 ~~-~~ Switch Request as Losing Supplier

Applicant Role: Losing Supplier

1. Initial Conditions:

- The Losing Supplier has a recorded history for the Metering Point.
- ~~The Metering Point is on a network operated by a Distributor but outside its local GSP Group (NHH only).~~
- The Metering Point is energised.
- The Losing Supplier has retained evidence of both of the above.
- The Customer has entered into a contract for electricity supply from a Gaining Supplier.
- The Gaining Supplier has registered the Metering Point with the CSS and all Supplier-owned registration data items are set.

2. The Scenario:

The Losing Supplier is notified of the termination of its registration. The Losing Supplier receives the 'Invitation to Intervene' but responds with an Objection response that does not contest the Gaining Supplier's acquisition of the customer. Within 1WD of the registration status being updated to 'Confirmed' in respect of the Gaining Supplier's switch request, the Losing Supplier submits the 'Notify Old Supplier Information'[2] notification to the Gaining Supplier. The Losing Supplier terminates the appointment of its agents to the Metering Point.

3. Final Conditions:

- The Losing Supplier has terminated the appointments for its agents to the Metering Point
- The Losing Supplier has closed the Customer's account according to its normal business processes.

~~4. Variations~~

~~Where the meter is settled on a NHH basis:~~

- ~~On the Supply Start Date the Customer provides the Gaining Supplier with a meter reading and the Losing Supplier receives notification of this as the final reading. The Losing Supplier accepts this reading and uses it as the basis for their final bill, which is then sent to the Customer. The Customer settles the bill and the Customer account is closed.~~

[2] ~~Market Message Variant SV40002~~

- ~~The Old Data Collector calculates the Annualised Advance and Estimated Annual Consumption for the Metering Point and notifies the relevant parties.~~

~~Where the meter is settled on a HH basis:~~

- ~~The Losing Supplier receives meter advances for the last day of their liability for the Metering Point.~~
- ~~The Data Aggregator calculates aggregated data for the last day of the Losing Supplier's registration and notifies the relevant parties.~~

2.1.3. ~~MESS003~~MSTS003~~–~~ Switch Request as Gaining Supplier with Upheld Objection

Applicant Role: Gaining Supplier

1. Initial Conditions:

- The Gaining Supplier has no recorded history for the Metering Point.
- The Customer lives at the premises at which the Metering Point is located.
- The Customer has entered into a contract for electricity supply with the Gaining Supplier.
- The Gaining Supplier has retained evidence of all of the above.
- The Metering Point is energised.

2. The Scenario:

The Gaining Supplier submits a Switch Request[3] to the CSS Provider. The CSS Provider determines the request is valid and sets the Registration Status to Pending. The CSS Provider issues an 'invitation to intervene'[4] to the Losing Supplier, who then responses with a Switch Intervention[5] within the objection window outlining the reason for the objection. The CSS Provider validates the objection and notifies the Losing Supplier that the objection has been validated.[6] The CSS Provider updates the Registration Status of the Switch Request to cancelled, and notifies the Gaining Supplier, Losing Supplier, ~~Smart~~ SMDSP, Gaining Shipper, Losing Shipper, GES, GRDA, EES and ERDA depending on whether the RMP is gas, electricity or both. The Gaining Supplier carries out its normal business processes for cancellation of this Switch Request.

3. Final Conditions:

- The Gaining Supplier has used its normal business processes to carry out and then cancel its registration.
- Any agent appointments to the Metering Point that the Gaining Supplier has made have been terminated.
- The Gaining Supplier has taken the necessary steps to ensure billing does not take place.

---

[3] ~~SV90021~~
[4] ~~SV90066~~
[5] ~~SV90022~~
[6] ~~SV90068~~

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The Customer contacts the Gaining Supplier stating that they have not entered into a contract with the Gaining Supplier. The Gaining Supplier follows its procedures for a co-operative objection.

2.1.4. ~~MESS004~~MSTS004~~–~~ Switch Request as Losing Supplier with upheld objection due to erroneous switch

Applicant Role: Losing Supplier

1. Initial Conditions:

- The Losing Supplier has a recorded history for the Metering Point
- The Metering Point is energised
- The Losing Supplier has retained evidence of all of the above
- The Customer has NOT entered into a contract for electricity supply with a Gaining Supplier
- The Gaining Supplier has registered the Meter Point with the appropriate Registration Service.

2. The Scenario:

The Losing Supplier is sent an Invitation to Intervene by the CSS Provider in respect of a metering point which it currently supplies. The Losing Supplier engages with the Gaining Supplier and it is agreed that the Gaining Supplier has submitted the Switch Request in error. The Losing Supplier agrees to raise an objection, and responds to the Invitation to Intervene with a Switch Intervention to object to the Switch Request made by the Gaining Supplier. The CSS Provider notifies the Losing Supplier that the Objection Response has been validated and updates the Registration Status to cancelled, notifying the Gaining Supplier, Losing Supplier, SM~~mart~~ DSP, Gaining Shipper, Losing Shipper, GES, GRDA, EES and ERDA depending on whether the RMP is gas, electricity or both.

3. Final Conditions:

- The Losing Supplier's records for the Metering Point show that it is unchanged from the initial conditions.
- Throughout the story the Losing Supplier has processed all notifications according to their normal business processes.

4. Variations

- Instead of the Losing Supplier submitting an Switch Intervention, the Gaining Supplier submits a Switch Intervention[7] which contains a Withdrawal Request in respect of the Switch Request already submitted. The CSS Provider validates the Withdrawal Request, and

[7] ~~SV90126~~

notifies the Gaining Supplier, Losing Supplier, Smart DSP, Gaining Shipper, Losing Shipper, GES, GRDA, EES and ERDA that the Switch Request has been withdrawn.

- Where the Customer identifies that it should not have been switched to the Gaining Supplier before the objection window closes, the Customer contacts the Losing Supplier and notifies the Losing Supplier that it does not wish to be switched to the Gaining Supplier. The Losing Supplier submits an Annulment Request[8] to the CSS Provider. The CSS Provider validates the Annulment Request and notifies the Losing Supplier that the request is valid, updates the Registration Status to 'Cancelled' and notifies the Gaining Supplier, Losing Supplier, SMmart DSP, Gaining Shipper, Losing Shipper, GES, GRDA, EES and ERDA that the Switch Request has been withdrawn.

[8] SV90022

2.1.5. ~~MESS005~~MSTS005 ~~-~~ Switch Request as Gaining Supplier with Disputed Meter Read

Applicant Role: Gaining Supplier

1. Initial Conditions:

- A Customer intends to change their Supplier and has received a quotation for supply from a potential Gaining Supplier.
- The Customer has accepted the terms of the Gaining Supplier.
- The Gaining Supplier has no recorded history for the Metering Point.
- The Gaining Supplier has retained evidence of all of the above.
- The Metering Point is energised.

2. The Scenario:

The Gaining Supplier submits a Switch Request to the CSS Provider. The CSS Provider validates the Switch Request and notifies the Gaining Supplier that it is valid, and the Registration Status is updated to be 'Pending'. No objection is raised by the Losing Supplier and the CSS Provider subsequently updates the Registration Status to 'Confirmed'.

The Gaining Supplier appoints its agents to the Metering Point in accordance with its stated business procedures. Each of the agents accepts the appointment and, through the exchange of Customer and agent details between the Gaining Supplier and the new agents, the appointment process is completed. For Electricity, t~~T~~he Gaining Supplier is notified by SMRS of the agent Appointment Outcome, and the Gaining Supplier validates the Meter Technical Details and sends the Consumer details to the Gaining MOA. For Gas, this is notified to the Gaining Supplier by the Gaining MAM, and the Gaining Supplier notifies the Gaining Shipper. ~~their appointed Data Collector that the Metering Point is now included in the reading schedules and by their Meter Operator of the Metering Point technical details.~~

For Electricity, ~~O~~on the Supply Start Date the Gaining Supplier contacts the Customer and the Customer provides a meter reading, which the Gaining Supplier forwards to the Losing Supplier~~Data Collector~~ and Gaining Data Service. However, the Gaining Supplier receives notification from the ~~Data Collector~~Gaining Data Service that the Customer's reading has failed validation. The Losing Data Service therefore generates closing read estimates, which are validated by the Losing Supplier, and shared by the Gaining Data Service to the Gaining Supplier.

For Gas, the agreed Switch Meter Read is not accepted by the CDSP. The Gaining Supplier therefore requests a replacement read from the Losing Supplier.

For both, Gaining Supplier is not able to validate these Readings, and sends an initial request to the Losing Supplier to agree an alternate Switch Meter Reading, The Losing Supplier proposes an alternative read, which after liaising with the consumer, the Gaining Supplier accepts.

~~The Gaining Supplier instructs the Data Collector to obtain an actual reading, however, the New Data Collector is unable to obtain access to the meter and on SSD + 8 Working Days, notifies the Gaining Supplier of a deemed Change of Supplier meter reading.~~

~~The New Data Collector calculates the Annualised Advance (AA) and Estimated Annual Consumption (EAC) for the Metering Point and notifies the relevant parties. On receiving the final account from the Losing Supplier, the Customer disputes the bill. The Gaining Supplier receives a communication from the Losing Supplier with regard to the disputed read. The Losing and Gaining Supplier agree that in order to resolve the dispute an actual read should be obtained.~~

~~The Gaining and Losing Supplier exchange messages via the Switching Meter Reading Acceptance[9] flow or the Disputed Readings or Missing Readings on Change of Supplier[10] to propose and agree a meter read, engaging with the Data Collector to obtain another read.~~

~~The Gaining Supplier receives notification of the actual read via its Data Collector, and sends this to the Losing Supplier so the Losing Supplier can prepare a revised closing bill. The New Data Collector re-calculates the AA and EAC for the Metering Point and notifies the relevant parties.~~

3. Final Conditions:

- The Gaining Supplier is registered for the Metering Point with the Registration Service with all Supplier-owned items correctly set.
- The Gaining Supplier's systems are up to date with all Customer, Metering Point, ~~CoS~~ Switch reading and agent information.
- The Gaining Supplier has completed any Customer notifications to finalise the ~~CoS~~ Switch according to their normal business processes.

~~4. Variations~~

~~[9] SV40001~~
~~[10] SV00233~~

- ~~If the metering point includes a gas supply point, the Switch Meter Reading will be received via the Shipper.~~
- ~~For a gas metering point, if the agreed Switch Meter Read is not accepted by the CDSP, then the Gaining Supplier will request a replacement read from the Losing Supplier. The Losing Supplier will then submit the replacement metering readings to the Shipper.~~

2.1.6. ~~MESS006~~MSTS006 ~~-~~ Switch Request as Losing Supplier with Resolved Objection and Disputed Meter Read

Applicant Role: Losing Supplier

1. Initial Conditions:

- The Losing Supplier has a recorded history for the Metering Point.
- The Metering Point is energised.
- The Losing Supplier has retained evidence of all of the above.

2. The Scenario:

The Losing Supplier receives an Invitation to Intervene from the CSS Provider. The Losing Supplier does not have a valid reason for an objection provides a Switch Intervention that it does not object to the Switch Request. The Losing Supplier sends the 'Notify Old Supplier Information' to the Gaining Supplier.

The Losing Supplier de-appoints its agents according to its normal business practices. The Losing Supplier receives notification of the new Change of Supplier reading based on a ~~deemed~~ closing read estimate. The Losing Supplier accepts this reading and sends a final bill to the Customer. ~~The Losing Data Collector calculates the Annualised Advance (AA) and Estimated Annual Consumption (EAC) for the Metering Point and notifies the relevant parties.~~

The Customer, however, disputes the bill (as it was not based on the reading provided by the Customer to the Gaining Supplier) and the discrepancy in units used is such that an allowance to the Customer is not possible.

The Losing Supplier then contacts the Gaining Supplier in order to resolve the dispute. The Gaining and Losing Supplier exchange messages via the Switching Meter Reading Acceptance[~~11~~] flow or the Disputed Readings or Missing Readings on Change of Supplier[~~12~~] to propose and agree a meter read, engaging with the Gaining Data ~~Collector~~ Service to obtain another read.

[~~11~~] ~~SV40001~~
[~~12~~] ~~SV00233~~

The Losing Supplier receives notification of both the withdrawn and new change of supply readings. The Losing Supplier re-sends the closing bill to the Customer based on this new reading and the Customer settles the account. ~~. The Old Data Collector re-calculates the AA and EAC for the Metering Point and notifies the relevant parties.~~

3. Final Conditions:

- The Losing Supplier has terminated the appointments for its agents to the Metering Point.
- The Losing Supplier has closed the Customer's account according to their normal business processes.

~~4. Variations~~

~~None.~~

2.1.7. ~~MESS007~~MSTS007 ~~–~~New Metering System Installation, Initial Registration and Energisation

Applicant Role: Supplier

1. Initial Conditions:

- There is no record of the Metering Point on the Supplier's systems.
- A Customer has approached the Supplier requesting a cable installation for the connection of a new Metering Point and has entered into a supply contract.
- The Customer Mailing Address is different from the address of the new connection.
- The Customer has no special needs.
- The Customer has requested their current Supplier to install the New Connection.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier requests the Distributor to install a new connection on behalf of the Customer. The Distributor creates a new RMP Record within the Electricity Retail Data Service (ERDS), and a skeleton record within the Supplier Meter Registration Service (SMRS). The Electricity Retail Data Agent (ERDA) sends a new RMP Record with a status of 'Created' to the CSS Provider.

The Supplier confirms to their Customer that the new Metering Point has been established and provides a quotation for supply which the Customer accepts.

The Supplier submits an Initial Registration Request to the CSS Provider. ~~The Supplier appoints its agents~~Whilst the initial Registration Request is pending, the Gaining Supplier sends a MOA Appointment Request to the SMRS.~~.~~ All of the agents confirm acceptance of their appointments and the appointment process is completed by the exchange of Customer and agent details between the Supplier and its agents. The Meter Operator is instructed to install metering equipment, and in due course confirms to the Supplier that installation has been completed and that energisation took place on the agreed Supply Start Date.

~~The Supplier submits an Initial Registration Request[13] to the CSS Provider.~~

~~[13] SV90016~~

The CSS Provider completes validation of the Initial Registration Request and notifies the Supplier that the request has been validated, and notifies the Supplier, SMmart DSP, Shipper, GES, GRDA, EES and ERDA.

The Supplier receives Meter Technical Details and Meter Register Readings ~~and Mapping Details~~ from the Meter Operator and/or Cumulative Register Readings from the Data Service. The Supplier will also receive updated Meter Technical Details from SMRS, and must process notification and manage any exceptions as necessary. ~~and updates registration details within SMRS as necessary.~~

~~The Supplier receives confirmation from the appointed Data Collector that the Metering Point has been included into the reading schedules, the initial reading taken from the newly installed meter and the first day's advances where the meter is settled on a HH basis..~~

3. Final Conditions:

- The Metering Point is registered to the Supplier with all registration data items set.
- All relevant Customer data, registration data, metering, and ~~and mapping details and the initial~~ readings ~~plus the initial EAC~~ are recorded on the Supplier's systems.
- The Supplier has completed any Customer notifications to finalise the New Connection and its Registration according to their normal business processes.
- ~~All agents are appointed and the Metering Point is in the read schedule of the Data Collector (DC).~~

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

- ~~New Metering Point is on an independent Distributor network.~~
- ~~Where the Meter Point is NHH, the Supplier establishes, with the Data Collector, settlement details and the initial Estimated Annual Consumption (EAC) to be applied to the Metering Point. The Supplier receives updated Registration Data from SMRS including the Line Loss Factor Class. The Data Collector processes the initial meter reading taken by the Meter Operator and passes this on to the Supplier together with initial EAC information and the reading schedule.~~
- ~~The Supplier may initially send either skeleton or full registration details to SMRS. A skeleton registration must be followed by completion of the registration later (but before the SSD) once the additional details are known.~~

2.1.8. ~~MESS008~~ MSTS008 ~~–~~ Update to Priority Services Register

Applicant Role: Supplier

1. Initial Conditions:

- The customer has initiated contact with the Supplier in relation to its specific needs.

2. The Scenario

During the contact with the Supplier, the customer informs the Supplier that they or a member of their household:

- Have reached the state pension age
- Are disabled or have a long term medical condition
- Are recovering from an injury
- Have a hearing or sight condition
- Have a mental health condition
- Are pregnant or have children under 5
- Have extra communication needs

Upon receiving information relating to the above, the Supplier updates its records to detail the specific information associated with the customer. This customer record is flagged as being required to be included in the Priority Services Register. For Electricity, The Supplier notifies the ~~Distributor~~ all relevant Market Participants of the customer's name and address. For Gas, the Supplier must ensure the Shipper sends the PSR Record to the CDSP. ~~and requests that this individual is added to the PSR. The Distributor updates the PSR to include the customer and the nature of their condition to be able to provide enhanced support to the customer as needed.~~

3. Final Conditions:

- ~~The Distributor has updated its records relating to the customer~~
- The Supplier has ~~received confirmation from the Distributor that the customer has been added to the PSR.~~updated their own records and the update has been sent to relevant Market Participants

~~4. Variations~~

~~None noted.~~

2.2. Applicable to all Non-Half Hourly Suppliers

2.2.1. JSS001 NHH Change of Supplier as Gaining Supplier (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

~~2.2.2. JSS002 NHH Change of Supplier as Losing Supplier (Removed)~~

~~The Scenario has been superseded in line with the Retail Energy Code V3.~~

2.2.3. JSS003 NHH Change of Supplier as Gaining Supplier with Upheld Objection (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

~~2.2.4. JSS004 NHH Change of Supplier as Gaining Supplier with Resolved Objection, Change of Metering and Disputed Meter Read on Change of Supplier (Removed)~~

~~The Scenario has been superseded in line with the Retail Energy Code V3.~~

2.2.5. JSS005 NHH Change of Supplier as Losing Supplier with Resolved Objection & Change of Metering and Disputed Meter Read on Change of Supplier (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

2.2.6. JSS006 NHH Meter Irregularity Investigation

Applicant Role: Supplier

1. Initial Conditions:

- A Customer on a non-domestic two-rate (day/night) tariff has communicated to the Supplier indicating that they believe that the consumption recorded by the night register of their meter is too high.
- The Metering Point is energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier processes the Customer enquiry and initiates an investigation into a possible meter irregularity. Following an accuracy check on the meter, the problem is resolved without requiring a change to the meter. The Supplier receives and processes the Meter Reading information obtained during the accuracy check. The Supplier receives notification from the appointed Data Collector of the re-calculated Estimated Annual Consumption (EAC) and Annualised Advance (AA).

3. Final Conditions:

The Supplier's records have been updated with the suspected fault report, resolution and readings and the Supplier has sent any necessary confirmation to the Customer, all according to their business processes.

4. Variations

None.

2.2.7. JSS007 NHH Change of Meter Technical Details

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has received a request from a Customer to be moved from their current dual rate tariff to a single rate tariff.
- The Supplier has a recorded history for the Metering Point.
- The Metering Point is currently energised.
- The Metering Point is registered to the Supplier and all Registration Data items are up to date.
- The Supplier has retained evidence of all the above.

2. The Scenario:

The Supplier instructs the Meter Operator to change the functionality of the Metering Point to a single rate unrestricted configuration. After the work has been completed the Meter Operator sends the new Meter Technical Details to the Supplier and the Distributor.

The Supplier then updates the Registration Service with details of the new configuration.

The Supplier establishes the Settlement details that will be needed for the new tariff and informs the Data Collector according to their normal business practices.

The Meter Operator forwards the meter readings for both the old and new configurations to the Data Collector. The Data Collector then validates the Meter Readings.

The DC forwards the calculated Annualised Advance (AA) and the EAC to both the Supplier and the Data Aggregator.

3. Final Conditions:

- The Metering Point has been moved from a dual rate tariff to a single rate tariff.
- The change of Profile Class has resulted in a change of Standard Settlement Configuration (SSC) with subsequent changes to Meter Timeswitch Code (MTC), and Time Pattern Regime (TPR).
- The Data Collector has received the Initial EAC data from the Supplier.
- The Supplier has received the initial and final readings for the old and new meter configurations from the Data Collector.
- The Supplier has notified the Customer of the change according to their normal business processes.

- All changes in registration data have been notified to the Registration Service and confirmation has been received by the Supplier.

4. Variations

None.

2.2.8. JSS008 NHH Revenue Protection Services Investigation

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has an existing Customer from a recent new connection.
- The Metering Point is energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all of the above.
- The Non Half Hourly (NHH) Data Collector (DC) has visited the site for the first regular cycle read and notices a possible meter irregularity.

2. The Scenario:

The Supplier receives a Meter Reading from the NHH DC which has passed Settlement validation, along with the Estimated Annual Consumption (EAC) and Annualised Advance (AA) derived from the reading and also notification of a possible meter irregularity. The Supplier requests the RPS to investigate the suspected problem.

3. Final Conditions:

- The Supplier's records for the Metering Point have been updated with all information received according to their normal business processes.
- The Supplier has initiated an investigation into a possible meter irregularity.

4. Variations

None.

2.2.9. JSS009 NHH De-energisation of a Metering Point

Applicant Role: Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service with all Registration Data items set.
- The Metering Point is currently energised.
- The Supplier has a recorded history for the Metering Point.
- The Customer has approached their Supplier requesting temporary de-energisation of the meter.
- The Customer has temporarily vacated their premises whilst major re-construction work is completed on the site.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier contacts the Customer and agrees a date and time when the work should be carried out. The Customer provides a new mailing address for all correspondence until completion of the re-construction work.

The Supplier instructs the Meter Operator to de-energise the Metering Point.
The Meter Operator carries out and completes the work, including taking a meter reading at the time of de-energisation, and notifies the appropriate participants accordingly. The Supplier updates the registration details with the Registration Service and receives confirmation of this. The Supplier receives and processes the de-energisation meter reading.

The Data Collector calculates the Estimated Annual Consumption (EAC) and Annualised Advance (AA) for the de-energised meter and notifies the relevant Market Participants.

3. Final Conditions:

- The Metering Point is de-energised and changed details have been notified to all relevant Market Participants.
- The Supplier's systems have been appropriately updated.
- The Registration Service has been updated with the new energisation status.

- ~~The Supplier has received a validated Meter Reading.~~
- ~~The Customer has been notified of the successful de-energisation according to the Supplier's normal business processes.~~

~~4. Variations~~

~~None.~~

2.2.10. JSS010 NHH Disconnection of a Metering Point

Applicant Role: Supplier

1. Initial Conditions:

- The Customer has approached the Supplier and asked for the Non Half Hourly (NHH) Metering Point to be disconnected (their premises are due to be demolished and so there is no prospect of the Metering Point being used again).
- The Metering Point is registered to the Supplier.
- The Metering Point is de-energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all the above.

2. The Scenario:

The Supplier receives a request from the Customer and consequently requests the Distributor to disconnect the Metering Point.

The Distributor carries out the disconnection and then updates their Registration Service, notifies other market participants according to their normal business processes and sends the final meter reading to the Data Collector for Validation. The Registration Service confirms details of the disconnection to the Supplier.

The Supplier receives the validated Meter Readings and Annualised Advance (AA) data from the Data Collector and processes them and then notifies its agents of the end of their appointments.

3. Final Conditions:

- The Metering Point is disconnected.
- The Registration Service has been updated with details of the disconnection and the Supplier has informed other Market Participants appropriately.
- The Customer has received confirmation of the successful disconnection.
- The Supplier's systems have been updated following the disconnection and evidence has been retained.
- The correct AA, based on the final reading, has been entered into settlement.

4. Variations

~~None.~~

2.2.11. JSS011 NHH Metering Point Energisation

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has a recorded history for the Metering Point.
- The Metering Point is registered to the Supplier with all registration data items set.
- A Non Half Hourly credit meter is fitted and the Metering Point has been de-energised awaiting completion of structural work.
- The structural work is now complete and the Customer has approached their Supplier to re-energise the Metering Point.
- The Customer has no special needs.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier instructs the Meter Operator to energise the Metering Point. The Meter Operator goes on site but cannot energise the Metering Point as they are not technically competent to deal with the situation they find. The Supplier is informed of this and tasks the Distributor with the energisation. The Distributor successfully energises the Metering Point, takes an initial meter reading and notifies the Supplier of the successful energisation. The Supplier updates the Registration Service appropriately, receives and processes the initial meter reading and notifies the Customer according to their normal business processes.

The Data Collector calculates the Estimated Annual Consumption and Annualised Advance for the Metering Point and notifies the relevant parties.

3. Final Conditions:

- The Metering Point is successfully energised.
- All changes in registration data have been notified to the Registration Service and confirmation has been received by the Supplier.

4. Variations

None.

2.2.12. JSS012 NHH New Metering System, Initial Registration, Energisation, Initial SVA

Applicant Role: Supplier

5. Initial Conditions:

- There is no record of the Metering Point on the Supplier's systems.
- The Customer is building a new house in the garden of their present home.
- The new property has only a plot address.
- The Customer has no special needs.
- The Customer has requested their present Supplier to install the New Connection.
- The Supplier has retained evidence of all of the above.

6. The Scenario:

The Supplier requests the Distributor to install a supply cable to the new property.

The Supplier receives notification from the Distributor that the new Non Half Hourly (NHH) Metering Point has been established.

The Supplier confirms to their Customer that the new Metering Point has been established and provides a quotation for supply which the Customer accepts.

The Supplier registers the Metering Point and receives confirmation of the registration from the Registration Service.

The Supplier appoints its agents. All of the agents confirm acceptance of their appointments and the appointment process is completed by the exchange of Customer and agent details between the Supplier and its agents.

The Meter Operator is instructed to install metering equipment, and in due course confirms to the Supplier that installation has been completed and that energisation took place on the agreed Supply Start Date.

The Supplier receives Meter Technical Details and Mapping Details from the Meter Operator and updates registration details with the Registration Service as necessary.

The Supplier establishes, with the Data Collector, settlement details and the initial Estimated Annual Consumption (EAC) to be applied to the Metering Point.

The Supplier receives updated Registration Data from the Registration Service including the Line Loss Factor Class.

The Data Collector processes the initial meter reading taken by the Meter Operator and passes this on to the Supplier together with initial EAC information and the reading schedule.

7. Final Conditions:

- The Metering Point is registered to the Supplier with all registration data items set.
- All relevant Customer data, registration data, metering and mapping details and the initial reading plus the initial EAC are recorded on the Supplier's systems.
- The Supplier has completed any Customer notifications to finalise the New Connection and its Registration according to their normal business processes.

8. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- New Metering Point is on an independent Distributor.

2.2.13. JSS013 NHH Bulk Change of Agent

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has a large number of Metering Points registered on a particular Distributor (i.e. greater than the 'Bulk Change of Agent' threshold for the Registration Service).
- The Supplier has decided that it will change the NHH Data Collector it uses for all Metering Points on the particular Distributor but will retain the services of the currently appointed Meter Operator and Data Aggregator.
- The Supplier has a contract in place with the new Data Collector and they have agreed a date on which the transfer of responsibility is to take place
- All registration data for the Metering Points is complete and up to date with the Registration Service.
- Only three of these Metering Points are to be used to demonstrate this scenario.
- The Supplier has a recorded history for the Metering Points.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier makes the necessary arrangements for the bulk Change of Agent and then appoints the new Data Collector to the Metering Points concerned. Through the exchange of Customer and Metering Point information between the Supplier, New Data Collector and existing agents, the appointment process is completed. This is notified to the Supplier when it receives confirmation from the appointed Data Collector that the Metering Points are now included in the reading schedules. The Supplier updates its records accordingly.

3. Final Conditions:

- The Supplier has appointed a new Data Collector for the Metering Points
- The Supplier has received confirmation that the Metering Points are included in the reading schedules.
- The Supplier's records are complete and reflect the change of Data Collector
- All relevant market participants have been appropriately updated with changed information.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The new Data Collector uses bundled dataflows, where possible, to reduce the costs of communicating with other Market Participants.

2.2.14. JSS014 NHH Exception Report Processing (D0095)

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has a large number of Metering Points registered with a Registration Service, appointed to a single Data Aggregator (DA).
- Only two Metering Points will be used for the purpose of this scenario.
- The Supplier has a recorded History for all the Metering Points.
- The Supplier has retained evidence of all the above.

2. The Scenario:

The Supplier receives a NHH exception report (D0095) from their appointed Data Aggregator in line with the D0095 Settlement calendar.

The Supplier logs the information contained in the report according to their exception management process. As part of this process the Supplier identifies the material exceptions, those that are duplications and any of the exceptions that are already being dealt with.

For the material exceptions, the Supplier investigates why the exception has occurred and identifies any corrective actions needed. The Supplier also carries out an investigation to find the 'root cause' of the exception to prevent it occurring in the future.

As a result of the investigation they find that both of the exceptions can be cleared by updating the Registration Service with details of the correct Data Collector (DC) for the Metering Points.

3. Final Conditions:

- The Supplier has updated the Registration Service to reflect the correct DC for the Metering Points.
- The Supplier has kept records of all exceptions, the identified causes and any actions taken to resolve them.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The exception was caused by a mismatch in energisation status between the DC and Distributor's Registration Service records.
- The exception was caused by a gap in the consumption data received by the DA.

2.2.15. JSS015 NHH Resolution of an Erroneous Switch

Applicant Role: Gaining Supplier

1. Initial Conditions:

- The Metering Point is energised.
- The Customer lives at the premises at which the Metering Point is located.
- The Customer has entered into a contract for electricity supply with the Gaining Supplier.
- The Gaining Supplier has successfully registered the Metering Point with the Registration Service with all Supplier-owned items set.
- The Gaining Supplier has retained evidence of all of the above.

2. The Scenario:

The Gaining Supplier sends the first bill to the Customer.
The Gaining Supplier then receives a phone call from the son of the Customer stating that his father is elderly and mentally infirm and has no recollection of signing a supply contract. Further, he wants to remain with the Losing Supplier.
The Gaining Supplier follows its Erroneous Switch procedures and agrees with the Losing Supplier the arrangements for billing and the re-registration of the Customer by the Losing Supplier. The Customer's Losing Supplier re-registers the Metering Point and the Gaining Supplier does not object.

3. Final Conditions:

- The Gaining Supplier has terminated the appointments for its agents to the Metering Point.
- The Gaining Supplier has closed the Customer's account according to their normal business processes and has not been billed.

4. Variations:

None.

2.3. Applicable to Non-Half Hourly Suppliers to Domestic Premises

2.3.1. JSS021 NHH Prepayment Change from Credit meter to Pre-Payment Metering

Applicant Role: Supplier

1. Initial Conditions:

- An unoccupied rental house is currently on a Single Rate Credit Meter. The owner requires the metering to be changed to a Pre-Payment Meter (PPM).
- The owner has approached the Supplier to request this change to the metering.
- The Metering Point is registered to the Supplier and all registration data items are up to date.
- The Metering Point is in a geographic area where key meters are provided for pre-payment purposes.
- The Metering Point is energised.
- The Supplier has a recorded history for the Metering Point.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier processes the request and instructs the Meter Operator to replace the Meter.

The Supplier also arranges for a Key to be issued to the Customer.

The Meter Operator confirms that the installation has been successful and provides the new Metering Point technical details, along with details of the removed Meter. The Meter Readings taken at the time of the Meter replacement are passed to the Data Collector; the Data Collector processes these readings and passes them on to the Supplier.

The Supplier updates all relevant Market Participants with appropriate data.

3. Final Conditions:

- The meter has been replaced with a key Pre-Payment Meter.
- The Supplier has received the initial and final readings of the old and replacement meters from the Data Collector
- The Supplier has notified all relevant Market Participants of the metering change.
- The Supplier has notified the Customer of the change according to their normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Replacement with a Smart Meter set to Pre-Payment mode

2.3.2. JSS024 NHH Prepayment Debt Transfer

Applicant role: Gaining Supplier

1. Initial Conditions:

- A Prepayment Meter (PPM) is installed at the Metering Point;
- The Customer has a debt with their existing Supplier, repayment of which is scheduled by use of the Debt Recovery facilities of the meter;
- The debt is not a complex debt and is of between £20 and £500 (inclusive of VAT);
- The Customer has entered into a contract for electricity supply with the Gaining Supplier, who has retained evidence of this;
- The Gaining Supplier has no recorded history of the Metering Point.

2. The Scenario

The Gaining Supplier submits a Switch Request[14] to the CSS Provider. The CSS Provider validates the Switch Request and sets the Registration Status for the Customer's meter point to 'Pending'. The CSS Provider issues an 'Invitation to Intervene' to the Losing Supplier. The Losing Supplier objects to the switch request on the basis that the customer still has an outstanding debt.

[14] SV90021

The Losing Supplier explains debt assignment processes and DPA requirements to the Customer and the reason for raising the objection. The Losing Supplier informs the Customer that it may apply for the assignment of outstanding charges to the Gaining Supplier. The Customer decides to proceed with the debt assignment.

The Gaining Supplier requests debt information from the Losing Supplier[15]. Upon receipt of the debt information the Gaining Supplier decides to continue and notifies the Losing Supplier that the Debt Assignment process will proceed. The Gaining Supplier provides confirmation to the Losing Supplier of the debt to be transferred and the earliest Switch Request Re-Submission Date.[16]

The Gaining Supplier submits a new Switch Request to the CSS provider. The CSS Provider validates the Switch Request and sets the Registration Status for the Customer as 'Pending'. The Losing Supplier does not respond to the Invitation to Intervene (or responds by confirming it has no objection). The Gaining Supplier is notified by the Losing Supplier of the total outstanding debt[17] and verifies the amount. The Gaining Supplier receives an invoice from the Losing Supplier and settles the outstanding amount.

The Switch is successfully processed, with all relevant parties being notified of that the Registration Status is set to 'Confirmed' by the CSS Provider. The Gaining Supplier applies appropriate Debt and Debt Recovery settings to the pre-payment device.

3. Final Conditions

- The Metering Point is registered to the Gaining Supplier on the Registration Service with all Supplier-owned items set;
- The Gaining Supplier's systems are up to date with all Customer, Metering Point and agent information;
- The Gaining Supplier has completed any Customer notifications to finalise the Switch Process and Debt assignment according to its normal business processes.

[15] SV40003 – for Gas RMPs; SV00248 – for Electricity RMPs
[16] SV40005 – for Gas RMPs; SV00250 – for Electricity RMPs
[17] SV40006 – For Gas RMPs; SV00251 – for Electricity RMPs

4. Variations

None.

2.3.3. JSS025 NHH Change of Tenancy (CoT)

Applicant Role: Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier;
- The Metering Point is currently energised;

2. The Scenario:

The new customer informs the Supplier that they have recently moved into the premises and provides the meter reading.

The Supplier then updates the customer's records and notifies other market participants according to their normal business processes.

The Supplier confirms with the new customer their account details and change of tenancy reading according to their normal business processes.

3. Final Conditions:

- All relevant market participants have been notified of the Change of Tenancy details.

4. Variations

None

2.4. Applicable to all Half Hourly Suppliers

2.4.1. JSS101 HH New Metering System, Initial Registration, Energisation (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

2.4.2. JSS102 HH Change of Supplier as Gaining Supplier (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

2.4.3. JSS103 HH Change of Supplier as Losing Supplier (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

2.4.4. JSS104 HH Change of Supplier as Losing Supplier with upheld objection due to erroneous registration (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

2.4.5. JSS105 HH Meter Re-configuration

Applicant Role: Gaining Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service and the registration data is complete and up to date.
- The Metering Point is energised.
- The meter has a reactive register which is inactive.
- The Supplier has a recorded history for the Metering Point.
- The Supplier requires the reactive registers to be activated for that Metering Point.
- The Supplier has agreed with the Customer when the work can be carried out.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier instructs the Meter Operator to activate the reactive (kVArh, import) register on the existing meter.

The Supplier receives confirmation from the Meter Operator that the changes have been successfully implemented and proving tests completed.

.

The meter readings taken before and after the change are processed, validated and passed on to the Supplier.

3. Final Conditions:

- The meter has been re-configured and the updated meter details have been notified to all relevant parties.
- The Supplier's records have been updated with all of the changed metering data.
- The Supplier has sent any necessary confirmation to the Customer according to its business processes.

4. Variations

None.

~~2.4.6.~~2.1.9. ~~JSS106~~ MSTS009 ~~HH~~ De-energisation of a Metering Point

Applicant Role: Supplier

1. Initial Conditions

- The Metering Point is registered to the Supplier with the Registration Service with all Registration Data items set.
- The Metering Point is currently energised.
- ~~The site is High Voltage.~~
- The Supplier has a recorded history for the Metering Point.
- The Customer has communicated to their Supplier requesting de-energisation.
- The Supplier processed this request and has agreed the date and time when the work should be carried out.
- A mailing address, to where all correspondence is to be sent, has been agreed.
- The Supplier has retained evidence of all of the above.

2. The Scenario

The Supplier instructs the Distributor to carry out the de-energisation.

The Distributor ~~arranges the collection of the final data with the Data Collector and~~ carries out the work to de-energise the Metering Point. Subsequently, the Data Service provides an estimated reading to the DNO and the Supplier.

The ~~Supplier~~ MOA sends a Confirmation of De-Energisation to SMRS, which is accepted, and SMRS sends a notification to the Supplier this has been accepted.~~receives confirmation of the de-energisation and notifies the Customer and Market Participants appropriately, according to its normal business processes.~~

~~The Supplier receives the advances for the date of the de-energisation.~~

3. Final Conditions

- ~~The~~ The Metering Point is de-energised and ~~details have been notified to all relevant Market Participants.~~
- ~~T~~the Supplier's systems have been appropriately updated.

~~4. Variations~~

~~None.~~

2.4.7. JSS107 HH Disconnection

Applicant Role: Supplier

1. Initial Conditions:

- The Customer has approached the Supplier and asked for the Half Hourly (HH) Metering Point to be disconnected (the property is derelict and so there is no prospect of the Metering Point being used again).
- The Metering Point is registered to the Supplier.
- The Metering point is de-energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all the above.

2. The Scenario:

Following a request from a Customer the Supplier instructs the Distributor to physically disconnect the Metering Point.

The Supplier receives notification from the Distributor that the disconnection has been successful, but that it took place three working days after the requested date.

The Distributor then updates the Registration Service and sends the final Meter Reading to the Data Collector for validation and the Registration Service in turn confirms details of the successful disconnection to the Supplier.

The Supplier receives the final advances from the Data Collector.

3. Final Conditions:

- The Metering Point is disconnected.
- The Registration Service has been updated with details of the disconnection and the Supplier has informed other Market Participants appropriately.
- The Customer has received confirmation of the successful disconnection.
- The Supplier's systems have been updated following the disconnection and evidence has been retained.

4. Variations

None.

~~2.4.8.~~2.1.10. ~~JSS108 HH~~ MSTS010 Metering Equipment Fault & RPS Report

Applicant Role: Supplier

1. Initial Conditions:

- The ~~Half Hourly~~ Metering Point is registered to the Supplier and all registration data items are set.
- The Metering Point is energised.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Customer at the Metering Point suspects there is a problem with the consumption being recorded for that Metering Point and informs their Supplier of the suspected problem.

The Supplier instigates an investigation into a possible meter irregularity. Following appropriate checks on the metering and the communications equipment, the Meter Operator Agent is able to resolve the problem within 5WD without making any changes to the meter. The Meter

Whilst on site the Meter Operator Agent notices evidence of irregularities that may require further investigation by the ~~RPS~~Revenue Protection Service. ~~-~~The Meter Operator Agent notifies the Supplier of this and the Supplier uses its normal business processes and arrangements to investigate the suspected problem.

3. Final Conditions:

- The Supplier has initiated an investigation into the suspected problem.
- The Supplier's systems have been updated to include a record of the suspected problem according to their normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Meter Operator makes a like-for-like meter replacement with proving test
- ~~Invalid Data Collected, Suspected Metering System Fault Reported & Rectified~~
- ~~Data Collector provides estimated readings/advances for the period leading up to the fault correction and actual readings/advances for the period following rectification.~~

~~2.4.9.~~2.1.11. ~~JSS109~~ MSTS011 ~~HH~~ Multiple Change of ~~Data Collector~~Agent ~~and Data Aggregator~~

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has multiple Metering Points registered with a Registration Service.
- The Supplier has decided that it will change the ~~Half Hourly (HH) DC and DA~~Meter Operator Agent it uses for ~~all~~ multiple Metering Points ~~on the particular Registration Service~~ but will retain the services of the currently appointed ~~Meter Operator~~Data Service.
- The Supplier has contracts in place with the new ~~DC and DA~~Meter Operator Agent and they have agreed a date on which the transfer of responsibility is to take place.
- All Registration Data for the Metering Points is complete and up to date on the Registration Service.
- The Supplier has recorded history for the Metering Points.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

~~The~~ For each meter point, the Supplier issues a MOA Appointment request to the SMRS. The SMRS returns with a notification that the proposed MOA Appointment has been accepted by the SMRS. For each meter point, the Meter Operator Agent accepts the appointment, which is communicated to the Supplier from SMRS. The Supplier subsequently receives the notification of MOA Appointment and Meter Technical Details from SMRS. The Supplier will validate the Meter Technical Details, and send the Consumer details to the Gaining Meter Operator Agent.

~~appoints the New DC and DA to the Metering Points concerned. Through the exchange of Customer and Agent details and Metering Point information between the Supplier, new and existing Agents, the appointment process is completed.~~

~~This is notified to the Supplier when it receives confirmation from the newly-appointed DC that the Metering Point is included in the reading schedules and the Supplier updates its records accordingly.~~

3. Final Conditions:

- The Supplier has appointed a new ~~DC and DA~~Meter Operator Agent for the Metering Points.

- ~~The Supplier has received confirmation that the Metering Points are including in the reading schedules.~~
- The Supplier's records are complete and reflect the change of ~~DC and DA~~Meter Operator Agent.
- All applicable Market Participants have been appropriately updated with changed information.

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

- ~~One, or both, of the new metering agents uses bundled dataflows, where possible, to reduce the costs of communicating with other Market Participants.~~

2.4.10. JSS110 NHH to HH Change of Measurement Class (No Change of Supplier)

Applicant Role: Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service as Non Half Hourly (NHH) with all Registration Data items set.
- The Metering Point is energised
- The Supplier has a recorded history for the Metering Point.
- The Customer has approached the Supplier with a view to changing the metering to Half Hourly (HH).
- The Customer has chosen a New Meter Operator who is qualified in both NHH and HH market sectors.
- The Customer has accepted the contractual terms offered by the Supplier and has instructed that the change of metering should proceed.
- The Supplier has retained evidence for all of the above.

2. The Scenario:

The Supplier liaises with its prospective HH Agents regarding the proposed Change of Measurement Class (CoMC) for the Metering Point and a date and time for the change is agreed by all, including the Customer.

Prior to the agreed date for the change of metering, the Supplier appoints the new HHMO, HHDC and HHDA to the Metering Point and terminates the appointments of the old Agents, all effective according to the agreed date for the change of metering.

The new Agents confirm acceptance of their appointments and the appointment process is completed via the exchange of Customer details, Agent details and settlement details as necessary between the Supplier and Supplier Agents.

The Supplier instructs the new HH Meter Operator to carry out the change of metering and provides information regarding the functionality of the HH meter to be installed and further configuration details as required.

The HHMO confirms, to the Supplier, the date that they intend to carry out the change of metering.

By arrangement with the Old Meter Operator, the new (HH) Meter Operator visits the site, takes a final NHH reading, removes the NHH metering equipment and installs the new HH Metering equipment.

The New Meter Operator passes the final NHH reading to the Old Meter Operator.

The New Meter Operator informs the Supplier, new HHDC and Distributor of the Meter Technical Details of the New Metering System.

The New Meter Operator initiates proving of the new Metering System and informs the Supplier and the Distributor of the successful outcome.

The Old (NHH) Meter Operator informs the Supplier of the removal of the old meter, processes the final NHH reading and sends a Valid Data Report to the Old Data Collector, who processes this and forwards it on to the Supplier.

The Old Data Collector sends the updated Estimated Annual Consumption (EAC) and Annualised Advance (AA) to the Supplier.

The Supplier updates the Registration Service as necessary with the new Agent details, metering details and the changed Measurement Class.

The Supplier receives confirmation from the New Data Collector that the Metering Point is included in the reading schedules and also confirms the retrieval method and settlement details to be applied to the Metering Point.

The New Data Collector processes the initial meter reading taken by the New Meter Operator and passes this on to the Supplier and subsequently provides the first day's advances.

3. Final Conditions:

- The Registration Service has been updated with all necessary changes to the Registration Data resulting from the change of metering.
- All relevant Customer data, Registration Data, metering and mapping details and the initial reading are recorded on the Supplier's systems.
- The Supplier's history for the Metering Point clearly shows the transition from NonHalf Hourly to Half Hourly, including agent appointments/de-appointments, change of meter details, final and initial readings for the meters concerned.
- The Customer has been notified of the successful Change of Metering according to the Supplier's normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The CoMC is triggered by the Meter Operator, who is qualified as both NHHMO and HHMO, identifying consumption change.

2.4.11. JSS111 HH Gain Coincident with Change of Measurement Class

Applicant Role: Gaining Supplier

1. Initial Conditions:

- The Customer at a Non Half Hourly Metering Point has approached the Supplier for a quote for supply.
- It is identified that it would be advantageous for the metering point to be changed from non-Half Hourly billing to Half Hourly billing.
- The Customer has accepted the contractual terms for Supply offered by the Supplier, has instructed them to register the metering point and change the Measurement Class to Half Hourly.
- The Customer has also selected the Meter Operator that they wish to be appointed to the Metering Point. This Meter Operator is qualified in both Non Half Hourly (NHH) and Half Hourly (HH) markets in the area concerned.
- The Metering Point is currently energised.

2. The Scenario:

The Gaining Supplier liaises with its prospective HH Agents on the proposed CoMC for the metering point, and a date and time for the change is agreed by all, including the customer.

The Gaining Supplier successfully registers the Change of Supply on the Distributor's registration service, and the registration service notifies the Losing Supplier of the impending loss. The Losing Supplier chooses not to object.

The Gaining Supplier uses its business processes to appoint the new Meter Operator and other agents to the Metering Point prior to Supply Start Date. Each of the agents accepts its appointment and, through the exchange of Customer and Metering Point information between the Gaining Supplier and new agents, the appointment process is completed.

The Gaining Supplier instructs the new Meter Operator to carry out the CoMC, providing information on the meter functionality of the (HH) meter to be installed. The new Meter Operator confirms the intended date for CoMC.

Having made appropriate arrangements with the old NHH MO, the new Meter Operator (MO) visits the site, reads and removes the old metering, installs new metering and passes the final readings to the old NHH MO.

The new Meter Operator informs the Gaining Supplier, new HH Data Collector (DC) and Distributor of the Meter Technical Details for the new metering system.

The new Meter Operator initiates proving of the new metering system and informs the Gaining Supplier and Distributor of the successful outcome.

The Gaining Supplier updates the Distributor's registration service as required.

The Gaining Supplier receives confirmation from the new Data Collector that the metering point is now included in the reading schedules and of the retrieval method and settlement details to be applied to the metering point. Initial readings and advances from the installation are sent to the supplier from the new HHDC.

3. Final Conditions:

- The Metering Point is registered to the Gaining Supplier on the Registration Service with all Supplier-owned items set.
- The Measurement Class has been changed to Half-Hourly.
- Metering agents have been appointed.
- The Gaining Supplier's systems are up to date with all Customer, Metering Point and agent information.
- The initial readings and the first day's advances have been received by the Supplier.
- The Gaining Supplier has completed any Customer notifications to finalise the CoS & CoMC according to its normal business processes.

4. Variations

None

2.4.12. JSS112 HH Exception Report processing (D0235)

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has a large number of Metering Points registered on a particular Registration Service appointed to a particular Data Aggregator (DA).
- Only two Metering Points will be used for the purpose of this scenario.
- The Supplier has a recorded History for all the Metering Points.
- The Supplier has retained evidence of all the above.

2. The Scenario:

The Supplier receives a Half Hourly (HH) exception report from one of its appointed DA's. In line with their established business process, the Supplier logs the exceptions and checks to see if any have already been resolved or are currently under investigation.

The Supplier takes actions to resolve all the material exceptions and where necessary asks for further information from the DA, relevant Data Collector(s) (DC) and the Registrations Service(s).

Following investigation, the Supplier discovers that the exceptions are due to the DA's view of the information on the Registration Service not being consistent with the actual information on the Registration Service. The Supplier requests the DA to request a selective refresh of the data from the Registration Service

3. Final Conditions:

- The Supplier has resolved or all material exceptions.
- The DA's view of the Registration Service has been amended, clearing the two particular exceptions.
- The Supplier has kept records of all exceptions, the identified causes and any actions taken to resolve them.

4. Variations

None.

3. Storyboards for Distributors

3.1. Applicable to all Distributors

3.1.1. ~~MESD001~~ MSTD001 ~~–~~Switch Request

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to the Losing Supplier with the Registration Service.
- All registration data items are set.
- The Metering Point is energised.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

The Distributor receives a request to register a Metering Point from the CSS Provider with all registration data completed.

The Proposed Supply Effective From Date which must be no more than 28 days after (but not including) the day on which the Switch Request is submitted.

The CSS provider validates the registration service request, updates the status to Pending and notifies the Distributor.

Where a registration has not been objected to (or the Losing Supplier indicates that they are not raising and Objection), the CSS provider updated the registration status to Confirmed and notifies the Distributor.

At 17:00 on the day prior to the Supply Effective From Date, the CSS Provider updates the Gaining Supplier's registration status to Secured Active and the Losing Supplier's Registration Status as Secured Inactive. The CSS Provider then notifies the Distributor of the Gaining and Losing Supplier's new Status.

3. Final Conditions:

- The Registration Service is up to date with the Gaining Supplier's registration to the Metering Point, from their requested date and with all registration data items set to correct values.
- The Distributor's systems are up to date with all Customer and metering information.
- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other market participants by the Distributor according to their normal business processes.

4. Variations

The following variations apply:

Where a registration has been objected to, the CSS provider updates the status to Cancelled and notifies the Distributor.

Domestic Premises (as recorded in the Central Switching Service)

The Switch Request must be at least one complete Working Day (starting at midnight) after the day on which the Switch Request is submitted; or

Non-Domestic Premises (as recorded in the Central Switching Service)

The Switch Request must be at least two complete Working Days (starting at midnight) after the day on which the Switch Request is submitted.

3.1.2. ~~MESD002~~MSTD002~~–~~ Investigation into irregularity

Applicant Role: Distributor (Where Distributor provides Revenue Protection Services (RPS))

1. Initial Conditions:

- The Distributor is contracted to provide a Revenue Protection Service (RPS) to the Supplier.
- The Metering Point is recorded on the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point is currently energised.
- The Distributor has retained evidence of all of the above

2. The Scenario:

~~Non Half Hourly~~

~~The Distributor's Revenue Protection Service (RPS) receives information of an irregularity from a non-industry source.~~

~~The RPS requests Information from the appointed Supplier. This information, including an appointment to inspect the Metering Point, is duly provided and the RPS investigation is undertaken following the Service Level Agreement.~~

~~The RPS reports to the Supplier and the Meter Operator the outcome of the investigation and the action taken which resulted in a change of meter and associated changes required to the registration data. The RPS also informs the Customer of the outcome of the investigation.~~

~~In due course, the Registration Service receives the Supplier updates for the Registration Data and the Distributor receives Meter Technical Details from the Meter Operator.~~

~~Half Hourly~~

The Distributor receives an estimated consumption data report from the Data ~~Collector~~Service, followed later by a Meter Advance Reconciliation Report. As a result, the Distributor requests the ~~HHDC~~ Data Service to investigate the possibility of a meter irregularity.

Subsequently the Distributor, in its role as RPS, receives a request from the Supplier to investigate suspected illegal extraction at the Metering Point.

The RPS carries out the investigation according to the Service Level Agreement, and reports the outcome to the Supplier.

Note: Where the Distributor does not provide a Revenue Protection Service, only the first paragraph of the scenario applies.

3. Final Conditions:

- The Registration Service, Distributor and RPS have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.
- The Registration Service and the Distributor's records are up to date with all changes to Registration and metering data.

~~4. Variations~~

~~Half Hourly~~

~~Where the Distributor does not provide a Revenue Protection Service only the first paragraph of the scenario applies:~~

~~The Distributor receives an estimated data report from the Data Collector, followed later by a Meter Advance Reconciliation Report. As a result, the Distributor requests the HHDC to investigate the possibility of a meter irregularity.~~

.

3.1.3. M~~ES~~STD003 ~~–~~De-energisation of a Metering Point

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to a Supplier with the Registration Service.
- All registration data items are set.
- ~~The Metering is Non Half Hourly.~~
- The Metering Point is energised.
- The Distributor has retained evidence of all of the above.
- The Customer has communicated to the Supplier requesting de-energisation of the Metering Point and a Mailing Address is agreed to where notification of completion of work can be sent.

2. The Scenario:

The Distributor receives notification of the Customer's new mailing address from the Supplier.

The Supplier instructs the Meter Operator Agent to de-energise the Metering Point and, subsequently, the ~~Distributor~~ SMRS receives notification from the Meter Operator Agent that the de-energisation of the Metering Point has been successful. The SMRS validates this change of energisation status, and sends the notification of change of energisation status to relevant Market Participants.

~~The Meter Operator sends the de-energisation meter readings to the Supplier and to the Data Collector for validation. Later, the~~The Distributor will additionally receive~~s~~ the ~~validated~~ Cumulative Register Readings from the MOA and/or Meter Register Readings ~~de-energisation meter readings from the Data Collector.~~from the Data Service.

The Registration Service receives notification from the Supplier of the updated registration data and they forward the details on to the appropriate market participants.

The Supplier notifies the Customer of the successful de-energisation and the Distributor informs the Systems Fault Information Centre (SFIC) of the change in the energisation status.

3. Final Conditions:

- The Metering Point is de-energised.
- The Distributor's Registration Service has been updated with the new Energisation status.
- The Distributor's systems have been updated with changed details according to their normal business processes.

- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.

~~4.~~ Variations

~~None.~~

3.1.4. ~~MESD004~~MSTD004 ~~-~~ New Metering System, Initial Registration and Energisation

Applicant Role: Distributor

1. Initial Conditions:

- There is no record of the Metering Point with the Distributor's systems or on the Registration Service.
- The Supplier has requested (on behalf of the potential Customer) that the Distributor provides a cable installation.
- The Distributor has retained evidence of all of the above.

2. The Scenario

In response to a Supplier request, the Distributor installs cabling and informs the Supplier that this work has been completed and that the Metering Point is available for registration.

The Distributor creates a new RMP Record within the Electricity Retail Data Service (ERDS), and a skeleton record within the Supplier Meter Registration Service (SMRS). The Electricity Retail Data Agent (ERDA) sends a new RMP Record with a status of 'Created' to the CSS Provider.

Later, the Registration Service receives a request from a Supplier to be registered for liability for the Metering System, including the Supply Start Date and MPAN Core. The request is valid and the ~~Registration Service~~SMRS responds accordingly and notifies other Market Participants appropriately.

~~The Distributor receives notification of the Customer details from the Supplier.~~

The Supplier appoints its agents and updates SMRS~~the Registration Service~~ with the Agent appointment details. The ERDA then sends updated RMP data with a status of Operational~~.~~

The Meter Operator requests the Distributor to provide the Site Technical Details and the Distributor responds accordingly.

The Distributor receives Meter Technical Details ~~and Mapping Details~~ from the Meter Operator and corresponding updates to the Registration Data from the Supplier. ~~The Distributor reviews and, if required, updates the Line Loss Factor Class and notifies Market Participants accordingly.~~

The Meter Operator confirms to the Supplier, and subsequently the SMRS that installation has been completed and that energisation took place two days after the agreed Supply Start Date. The SMRS validates this change of energisation status notification, and sends the

notification to relevant Market Participants. The Distributor will receive Meter Register Readings from the Meter Operator and/or Cumulative Register Readings from the Data Service ~~The Registration Service receives a corresponding update from the Supplier.~~

~~The Distributor receives notification from the Data Collector that the Metering Point is included in the reading schedules together with the initial meter reading.~~

The Distributor receives notification that the premises have been allocated a Postal Address, updates its systems and notifies market participants appropriately.

3. Final Conditions:

- The Metering Point is registered to the Supplier with all registration data items set.
- The Registration Service and the Distributor's systems are up to date with all Customer, metering and registration data, as appropriate.
- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

~~Non-Half Hourly Distributor~~

~~The property does not yet have a Postal Address.~~

~~Half Hourly Distributor~~

~~The Distributor receives confirmation of the success of the metering proving tests from the Meter Operator.~~

~~The Distributor receives the first day's advances from the Data Collector.~~

3.2. Non-Half Hourly Storyboards applicable to all Distributors

3.2.1. JSD201 NHH Change of Supplier with initial Registration Rejection (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

3.2.2. JSD202 NHH Change of Supplier with upheld objection (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

3.2.3. JSD203 NHH Change of Supplier with Resolved Objection and Meter Reading Dispute (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

3.2.4. JSD204 NHH Investigation into irregularity (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

3.2.5. JSD205 NHH De-energisation of a Metering Point (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

3.2.6. JSD206 NHH Consolidation of Metering Points

Applicant Role: Distributor

1. Initial Conditions:

- The Customer has four Metering Points registered with the same Supplier at a single property.
- The Metering Points are all energised.
- The four Metering Points are registered with the Registration Service and have individual addresses.
- The Distributor has recorded history for the Metering Points
- The Distributor has retained evidence of all the above.
- The Customer has requested that the Supplier arranges for the four Metering Points to be consolidated into a single Metering Point, with a credit meter fitted.

2. The Scenario:

The Distributor receives notification from the Meter Operator that work has been carried out to consolidate four Metering Points into one. They are informed of the de-energisation of three of the Metering Points, the details of the new credit meter and the meters removed along with the initial and final meter readings respectively.

Once the Data Collector has validated the initial and final Meter Readings they also forward them to the Distributor.

The Supplier updates the Registration Service with the change in energisation status details.

The Distributor then receives a request from the Supplier to disconnect the redundant Metering Points.

The Distributor carries out the request, updates the Registration Service and notifies other market participants according to their normal business processes.

The Distributor receives confirmation from the Data Collector that the remaining Metering Point is included in the reading schedules.

The Supplier then notifies the Distributor of the new unified mailing address which the Distributor uses to also update the Metering Point address and passes this on to the Registration Service.

3. Final Conditions:

- The four Metering Points have been combined into one single Metering Point with a credit meter fitted.
- The Registration Service is up to date with the changed Metering Point statuses and Registration Data.

- The Distributor's systems are up to date with all Customer, Metering Point, metering and readings information.
- All notifications and confirmations required of the Distributor by actions in this story have been sent by the Distributor.
- The Distributor has retained evidence of all of the above.

4. Variations

None.

~~3.2.7. JSD207 NHH New Metering System, Initial Registration and Energisation (Removed)~~

~~The Scenario has been superseded in line with the Retail Energy Code V3.~~

3.2.8. JSD208 NHH Meter Reconfiguration (Removed)

The Scenario is no longer valid since P272 was implemented and has been removed.

3.2.9. JSD209 NHH Bulk Change of Data Collector and Data Aggregator

Applicant Role: Distributor

1. Initial Conditions:

- The Supplier has a large number of Metering Points registered with the Registration Service (i.e. greater than the 'Bulk Change of Agent' threshold for the Registration Service).
- Only three of these Metering Points are to be used to demonstrate this scenario.
- The Distributor has retained evidence of the above
- As part of a rationalisation exercise, the Supplier has decided to change the NHH Data Collector and NHH Data Aggregator it uses for the Metering Points on this network, but it is to retain the services of the existing Meter Operator.
- The date from which the new agents take responsibility for all of the Metering Points has been agreed.

2. The Scenario:

The Registration Service receives a single dataflow containing updated registration details from the Supplier for all of their NHH Metering Points indicating a change of Data Collector and Data Aggregator. Two of the updates are compliant with validation rules, but one of them has an incorrect instruction type for the context. The Registration Service processes the updates according to the validation rules and notifies the Supplier and other market participants appropriately.

The Registration Service then receives an update to the registration details from the Supplier, which is fully compliant with validation rules, and again processes this and sends notifications accordingly.

The Distributor receives confirmation from the newly-appointed Data Collector that the Metering Points have been included in the reading schedules

3. Final Conditions:

- The Registration Service is up to date with the Supplier's registration for the Metering Points with all registration data items set to correct values.
- The Distributor's systems are up to date with all Customer and metering information.
- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.

- ~~Throughout the scenario, routine confirmations and notifications have been sent to other market participants by the Distributor according to their normal business processes.~~

~~4. Variations~~

~~None.~~

3.2.10. JSD210 NHH Emergency Fault

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point is currently energised.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

The Supply Faults Information Centre (SFIC) receives a call from the Customer requiring immediate attention. The SFIC registers the fault and notifies the Distributor, who initiates action to investigate and remedy the fault.

The Distributor finds it necessary to exchange the meter in order to make the power supply safe, but does not have a meter available that will support the Customer's tariff. The Distributor liaises with the Supplier and the Meter Operator and installs a temporary or replacement meter. The SFIC, Meter Operator, Data Collector and Supplier are advised of the outcome and the remains of the removed meter are passed to the Meter Operator. The SFIC updates its records accordingly.

The SFIC informs the Supplier of the outcome. Subsequently the Customer independently makes enquiries to the SFIC regarding the fault status.

3. Final Conditions:

- The Distributor and SFIC have a record of the fault and actions taken according to their normal business processes.
- The Distributor (including its role as SFIC) has kept all appropriate Market Participants and the Customer informed of the progress and outcome of the fault investigation.
- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other Market Participants by the Distributor according to their normal business processes.

~~4. Variations~~

~~None.~~

3.2.11. JSD211 NHH New Unmetered Supply

Applicant Role: Distributor (UMSO and Registration Service)

1. Initial Conditions:

- The Customer has advised the Unmetered Supply Operator (UMSO) of a new Non Half Hourly (NHH) inventory and the Supplier they intend to appoint. The UMSO has agreed that the inventory meets the criteria for a NHH UMS.
- There is no record of the Metering Point with the Registration Service or on the Distributor's systems.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

The UMSO requests the Registration Service to create new Registration Data according to the UMS profile and description of the equipment.

The UMSO calculates the Estimated Annual Consumption(s) for the Metering Point(s) involved using the inventory provided by the Customer and issues the UMS Certificates to the Customer and Supplier.

The Supplier registers the Metering Point for the UMS with the Registration Service and appoints its agents, including the UMSO, all of which are accepted. The Registration Service confirms the start of its liability to the Supplier.

The UMSO affirms the settlement details for the Metering Point(s) to the Supplier and Non-Half Hourly Data Collector (NHHDC), and confirms the actual energisation date.

The Supplier informs the Registration Service of any data changes, who in turn sends notifications to the Distributor and Data Aggregator (DA).

3. Final Conditions:

- The UMS Metering Point is registered to the Supplier with the Registration Service with all Registration Data items set.
- All relevant Customer data, registration data, metering and mapping details are recorded on the Distributor's systems, as appropriate.
- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.
- The UMSO has notified the appropriate parties via the UMS Certificate and notified the Supplier and Data Collector of the energisation.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The Supplier may use full or skeleton registrations, which will impact the contents and quantities of the appointment flows.

3.3. Half Hourly Storyboards applicable to all Distributors

3.3.1. JSD301 HH Investigation into irregularity (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

3.3.2. JSD302 HH New Metering System, Initial Registration, Energisation (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

~~3.3.3. JSD303 HH Change of Supplier (Removed)~~

~~The Scenario has been superseded in line with the Retail Energy Code V3.~~

3.3.4. JSD304 HH Change of Meter Functionality

Applicant Role: Distributor

1. Initial Conditions:

- A Customer at a Half Hourly Metering Point has developed generating ability and wishes to trade the export volume. The Customer has discussed the technical aspects with the Distributor who has confirmed that no changes are required to the network or service.
- The Metering Point is registered to a Supplier with the Registration Service and all registration data items are set.
- The Metering Point is energised.
- The existing metering has the capability to record export volume.
- The Customer's mailing address differs from the metering address.
- The Distributor has retained evidence of all of the above.
- The Customer has arranged to split the export volume between contracts with its present Supplier.

2. The Scenario:

The Supplier contacts the Distributor and notifies them of the requirement for splitting the export volume at the Metering Point, and this is followed up shortly afterwards when the Distributor receives a request from the Supplier for a new Metering Point and a new Pseudo Metering Point. The Distributor authorises the issue of an Export MPAN Core with its Line Loss Factor Class (LLFC), and an associated Pseudo MPAN Core.

The skeleton records for the Metering Points are sent to the Registration Services and the Distributor records are updated accordingly.

The Distributor informs the Supplier of the relevant MPAN Cores and subsequently receives Customer details. The Supplier sends the registration requests for both new Metering Points with the Energisation status of de-energised. The Distributor processes and responds to these, and informs all necessary participants appropriately.

Subsequently the Distributor receives notifications from the appointed Meter Operator of the technical details for the new metering configuration, showing that all Metering Points are energised and that proving tests are complete and successful.

Later the Distributor receives notification from the appointed Data Collector:

- That the new Metering Points are included in the reading schedules.
- The initial readings from the new metering configuration.

- The first day's advances for the new Metering Points.

Finally the Distributor receives an update from the Supplier showing that the new metering configuration is energised.

3. Final Conditions:

- The Registration Service is up to date for all Metering Points involved in this story and with registration data items set to current values.
- The Distributor's systems are up to date with all Customer and metering information, including any relationships between the Metering Points.
- Throughout the story notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other market participants by the Distributor according to their normal business processes.

4. Variations

None.

3.3.5. JSD305 HH De-energisation of a Metering Point (Removed)

The Scenario has been superseded in line with the Retail Energy Code V3.

3.3.6. JSD306 HH Rejection of a Request for Disconnection

Applicant Role: Distributor

1. Initial Conditions:

- The Half Hourly Metering Point is recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point is currently de-energised.
- The Distributor has retained evidence of all of the above.
- A Customer has approached its Supplier in order for their premises to be physically disconnected.

2. The Scenario:

The Distributor receives a request from the Supplier to perform the physical disconnection containing only the mandatory information. The Distributor queries the reason for the request with the Supplier.

On the basis of the further information provided by the Supplier the Distributor determines that the physical disconnection is not appropriate and rejects the Supplier's disconnection request.

3. Final Conditions:

- The Metering Point remains recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point remains de-energised.

4. Variations

None.

3.3.7. JSD307 NHH to HH Change of Measurement Class with no Switch

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to a Supplier with the Registration Service as Non-Half Hourly (NHH) with all Registration Data items set.
- The Metering Point is recorded on the Distributor's systems.
- The Metering Point is energised.
- The Distributor has retained evidence of all of the above.
- The Customer has approached their existing Supplier with a view to changing their metering to Half Hourly (HH)
- The Customer has chosen a new Meter Operator who is qualified in both NHH and HH market sectors
- The Customer has accepted the contractual terms offered by the Supplier and has instructed that the Change of Measurement Class should proceed.

2. The Scenario:

The HH Meter Operator requests the Site Technical Details from the Distributor.

Later, the Distributor receives notification of the Meter Technical Details for the new HH meter from the HH Meter Operator and notification from the HH Data Collector that the Metering Point is included in its reading schedules, together with confirmation of the retrieval method and settlement details to be applied and the initial meter reading.

The Distributor receives the final NHH reading from the NHH Data Collector and notification from the NHH Meter Operator of the removal of the NHH Meter.

The Registration Service receives and processes an update to the Registration Data from the Supplier for the change of Measurement Class and the appointment of its HH Metering Agents to the Metering Point. The Registration Service responds accordingly and notifies other market participants as appropriate.

The Distributor reviews the Line Loss Factor Class (LLFC) for compatibility with the new metering and updates this as required, notifying affected Market Participants appropriately.

The Distributor receives the meter advances for the first day of HH metering from the HH Data Collector.

Later, the Distributor receives notification from the HH Meter Operator of the successful outcome of the meter proving tests.

3. Final Conditions:

- All relevant Customer data, Registration Data, metering and mapping details and readings are fully and correctly recorded on the Registration Service and the Distributor's systems, as appropriate.
- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.

4. Variations

None.

3.3.8. JSD308 HH Transfer from MPAS/SMRS to CMRS

Applicant Role: Distributor

1. Initial Conditions:

- An existing Metering Point on the Distributor's network is for an exempt embedded generation plant, currently being traded on the Meter Point Administration Service/Supplier Meter Registration Service (MPAS/SMRS) and has two associated Metering Points.
- The Metering Points are recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Points are currently energised.
- The Distributor has retained evidence of all of the above.
- The Supplier has informed the Transfer Co-ordinator of a requirement to transfer the Metering Points from the MPAS/SMRS to the Central Meter Registration Service (CMRS).

2. The Scenario:

The Transfer Co-ordinator advises the Distributor of the application to transfer the Metering Points from the MPAS/SMRS to the CMRS. A transfer date is agreed.

The Supplier requests the Distributor to provide Line Loss Factor (LLF) details to the Transfer Co-ordinator and to the BSCCo and the Distributor responds accordingly.

The Distributor receives a Registration Transfer Form(s) in respect of the Metering Points. The Distributor validates the request, advises the Transfer Co-ordinator and provides details using the form(s) as required.

The Distributor receives the Meter Technical Details from the Central Data Collection Agent (CDCA).

The Transfer Co-ordinator formally notifies the Supplier and Distributor that the transfer has been approved and the planned effective date.

The Distributor receives and processes the Registration Transfer Report from the Transfer Co-ordinator and responds accordingly.

Later, the Distributor receives the approved LLFs from the Transfer Co-ordinator and confirmation of the validity of the Metering System Details, BM Unit Aggregation Rules and LLFs from the Supplier.

The day after the effective date of the transfer the Distributor receives a notification from the Transfer Co-ordinator that the Metering Points are now registered in CMRS, effective on the agreed transfer date, together with a request to logically disconnect the Metering Points.

The Distributor initiates a logical disconnection of the Metering Points in the Registration System and notifies other Market Participants accordingly.

Subsequently the Distributor receives notification from the Supplier of the de-appointment of its metering agents from the Metering Points.

Later, the Distributor notifies the Transfer Co-ordinator that the data values before and after the transfer are acceptable.

3. Final Conditions:

- The Metering Points are recorded by the Distributor as registered in the CMRS.
- The MPAS/SMRS Registration Data for the Metering Points shows their disconnection on the correct date.
- The Distributor has responded to all requests and notifications using its normal business processes and according to industry requirements.
- The Distributor has retained evidence of all of the above.

4. Variations

None.

~~3.3.9.~~3.1.5. ~~JSD309~~ MSTD005 HH Energisation with Pending Switch

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to a Supplier with the Registration Service and all Registration data items are set.
- The Metering Point is de-energised.
- The Distributor has retained evidence of all of the above.
- Following the temporary de-energisation of the premises while structural work was completed on the site, the Customer now requires the ~~Half Hourly~~ Meter Point to be energised.
- The Customer has contacted the Supplier, who tasked the Meter Operator with the energisation but the Meter Operator has informed the Supplier that, since the Metering Point is at High Voltage, they are unable to energise.

2. The Scenario:

The Supplier requests the Distributor to perform the energisation of the Metering Point.

The Registration Service receives a valid registration for the Metering Point from a Gaining Supplier and responds to this according to their normal business processes. No objection is raised and the objection period expires.

The Distributor then successfully re-energises the meter, prior to the Supply Start Date (SSD) of the Gaining Supplier, at the same time obtaining a meter reading that is sent to the Meter Operator ~~and Supplier~~Agent. The Meter Operator Agent sends notification of change to energisation status to the SMRS, ~~and~~ ; SMRS validates the change of energisation status notification and informs other Market Participants of the ~~successful energisation~~updated status.

~~Subsequently the present Supplier updates the Registration Service with the changed energisation status. The Registration Service processes this and informs other Market Participants accordingly.~~

3. Final Conditions:

- The Registration Data is up to date for the Metering Point, with registration data items set to correct values.
- The Distributor's systems are up to date with all Customer and metering information.

- Throughout the story notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other Market Participants by the Distributor according to their normal business processes and industry requirements.

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

- ~~The Meter Operator energises the Metering Point and the Distributor receives notice of the change in energisation status of the Metering System and initial register readings from the HHMO and receives HH advances from HHDC.~~

4. Storyboards for Meter Equipment Managers

4.1. Applicable to all Meter Equipment Managers

4.1.1. ~~MESM001~~ MSTM001 ~~–~~Metering Asset Installation (Gas and Electricity)

Applicant Role: MEM

1. Initial Conditions:

Any one of the following conditions need to be satisfied in advance of the scenarios listed:

- The Metering Asset is being installed for an existing supply where the Metering Asset had been removed.
- The Metering Asset is being installed for a supply which has never had a Metering Asset before, which may be on the day the supply was commissioned or sometime after.

2. The Scenario:

Installation ~~of a half hourly (HH) metering~~Metering Asset ~~asset~~ (Electricity):

A request is sent by an Electricity Supplier to the ~~MEM~~ Meter Operator Agent (MOA) to request a Metering Asset installation, commissioning, and energisation. The ~~MEM~~ MOA requests Site Technical Details from the Distributor. The Distributor provides the Site Technical Details to the ~~MEM~~MOA. The ~~MEM~~ MOA installs the ~~HH~~ metering asset and sends ~~a change of energisation status and~~revised Meter Technical Details and readings ~~to Electricity~~to the Supplier. ~~-~~Supplier, ~~HHDC~~ Data Service, ~~and~~ Distributor. The MOA additionally sends notification of Metering Asset Installation to the MAP, and Revised Meter Technical Details to SMRS. ~~The initial register reading is sent to the HHDC, and MPAS. MPAS provides confirmation to the MEM around the installation.~~

If the meter requires commissioning in accordance with BSC CoP 4 and measurement transformers are not owned by the Distributor, then the obligation is on the Electricity Supplier via its appointed MOA to commission both the meter and the measurement transformers, in line with CoP 4.5.3.1. Once the MOA commissions all of the Metering Equipment, including the measurement transformers (where they are not to be adopted). The MOA sends a notification to the Supplier that commissioning is complete.

~~Installation of a non-half hourly (NHH) metering asset (Electricity):~~

~~A request is sent by a supplier to the MEM to request a Metering Asset installation, commissioning, and energisation. The MEM installs the NHH metering asset and sends change of energisation status and Meter Technical Details to Electricity Supplier, NHHDC and Distributor. The MEM sends initial meter register reading to the NHHDC, the notification of Metering Asset Installation to the MAP and the relevant meter information to MPAS. The MEM receives acceptance from MPAS in relation to the meter information.~~

Installation of a Metering Asset (Gas)

The Gas Supplier sends a request to the MEM to request a Metering Asset installation. The MEM responds to the Meter Asset installation request, acknowledging receipt. The MEM sends a request to the Meter Worker requesting Metering Asset installation, using the information from the request from the Gas Supplier. The Meter Worker sends a notification to the MEM notifying the MEM that the installation was successful. The MEM notifies the Gas Supplier that the installation was successful. The MEM notifies CDSP of the Metering Asset installation. The Gas Supplier responds to the MEM in relation to the installation. The MEM notifies the MAP of the Metering Asset installation.

3. Final Conditions:

- The MEM has successfully notified the Electricity Supplier that the meter has been installed.
- The MEM has successfully notified the Gas Supplier that the meter has been installed.
- ~~MPAS and the~~The Electricity Supplier and other Market Participants have the correct Meter Technical Details.
- The CDSP and MAP are successfully notified of the Metering Asset installation.

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

~~Where Metering Asset is a HHDC serviced (Electricity):~~

- ~~On completion of the installation, the MEM must send the energisation status, Meter Technical Details and initial meter register reading to Electricity Supplier, HHDC and Distributor. Following this, the MEM must send meter information to MPAS.~~

~~Where a HH Metering Asset is supplier serviced (Electricity):~~

- ~~The MEM receives smart meter configuration details from the Electricity Supplier. The MEM provides Meter Technical Details to the Electricity Supplier and Distributor. The MEM sends the relevant meter information to MPAS.~~

~~Where a metering asset installation is commissioned by the Distributor (Electricity):~~

- ~~The Distributor initiates the installation, it sends a request to the MEM to complete the installation. If the MEM does not complete the installation, the MEM will notify the Distributor and Electricity Supplier that it has not completed the installation.~~

~~Where HH meter asset requires commissioning in accordance with BSC CoP 4 and measurement transformers are owned by the Distributor (Electricity):~~

- ~~The Distributor sends commissioning information for the measurement transformers to the MEM. The MEM commissions the meter. The MEM sends a notification to the Supplier that commissioning is complete.~~

- ~~The Meter Operator sends commissioning information for the measurement transformers. The MEM sends a notification to the Supplier that commissioning is complete.~~

~~Where HH meter asset requires commissioning in accordance with BSC CoP 4 and measurement transformers are not owned by the Distributor (Electricity).~~

- ~~If the MEM only commissions the meter where measurement transformers are involved, the commissioning is incomplete. The obligation is on the Electricity Supplier via its appointed MEM to commission both the meter and the measurement transformers, in line with CoP 4.5.3.1. Once the MEM commissions all of the Metering Equipment, including the measurement transformers (where they are not to be adopted). The MEM sends a notification to the Supplier that commissioning is complete.~~

~~Where a smart Metering Asset is installed (Electricity):~~

- ~~The MEM sends the initial meter register readings to the Electricity Supplier. The Electricity Supplier sends smart metering system configuration details to the MEM~~.

4.1.2. ~~MESM002~~ MSTM002~~–~~ Metering Asset Removal (Gas and Electricity)

Applicant Role: MEM

1. Initial Conditions:

- The request to remove the Metering Asset is sent by the registered Electricity Supplier.
- Metering Asset Removal includes removal of all meters assigned to that Metering Asset.
- The Metering Asset is de-energised.
- The MEM has retained evidence of the above.

2. The Scenario:

Removal of a ~~half hourly (HH)~~ Metering Asset (Electricity):

The ~~MEM~~ MOA receives a request from the Electricity Supplier to remove the Metering Asset. The ~~MEM~~ MOA removes the Metering Asset and notes the final meter register reading. If necessary, and where the meter has been removed by the Distributor, the MEM liaises with the Distributor to recover meter. The ~~MEM~~ MOA sends Meter Technical Details and readings to the Electricity Supplier, ~~HHDC~~ Data Service and the Distributor. The MOA additionally sends notification of Metering Asset Removal to the MAP, and Revised Meter Technical Details to SMRS. For Advanced Metering Assets, the MOA will also telephone the ADS to confirm collection of HH Metered Data, as required.~~The MEM sends the final meter register (and fault resolution report, as needed) reading to the HHDC.. The MEM sends the relevant meter information changes to MPAS. The MEM receives confirmation from MPAS in relation to the removal.~~

If the meter requires commissioning in accordance with BSC CoP 4 and measurement transformers are not owned by the Distributor, then the obligation is on the Electricity Supplier via its appointed MOA to commission both the meter and the measurement transformers, in line with CoP 4.5.3.1. Once the MOA commissions all of the Metering Equipment, including the measurement transformers (where they are not to be adopted). The MOA sends a notification to the Supplier that commissioning is complete.

~~Removal of a non-half hourly (NHH) Metering Asset (Electricity):~~

~~The MEM receives a request from the Electricity Supplier to remove the Metering Asset. The MEM removes the metering asset and liaises with the Distributor as needed for delivery / collection. The MEM sends Meter Technical Details and notification that the Metering Asset has been removed to the Electricity Supplier, NHHDC and the Distributor. The MEM sends final meter register reading to the NHHDC and the Electricity Supplier. The MEM sends notification of the Metering Asset removal to the MAP. The MEM sends the relevant meter~~

~~information changes to MPAS. The MEM receives confirmation from MPAS in relation to the removal.. Where the Distributor removes the meter, it sends the final reading to the HH/NHH MEM.~~

Removal of a Metering Asset (Gas):

The MEM receives a request from the Gas Supplier to remove a Metering Asset. The MEM acknowledges receipt of the request and sends a request to the Meter Worker to remove the Metering Asset. The MEM sends a pre-notification to the Gas Supplier 48 hours prior to the removal of the asset. The Gas Supplier sends a confirmation of the removal to the MEM. Upon completion of the removal job, the Meter Worker sends a notification to the MEM that the removal is complete. The MEM then notifies the Gas Supplier that the Metering Asset has been removed. The MEM sends a notification to CDSP to confirm that the Metering Asset has been removed. The MEM receives an acknowledgement from the Gas Supplier and the CDSP in relation to the Metering Asset removal. The MEM notifies the MAP of the removal of the Metering Asset.

3. Final Conditions:

~~Gas~~ Electricity Conditions

- The MEM has successfully notified the Supplier of the removal of the meter.
- ~~MPAS~~ The Supplier and other Market Participants haves~~s~~ the correct information in relation to the removal of the Meter Asset.

~~Electricity~~ Gas Conditions

- The MEM has successfully notified the Supplier, CDSP and MAP of the removal of the meter.
- The CDSP and MAP have the correct information in relation to the removal of the Meter Asset

~~4. Variations~~

~~The following variation may, optionally, apply with appropriate interpretation of the sections above:~~

~~Where the Distributor has removed the meter:~~

- ~~The Distributor removes the Metering Asset and notes the final meter register reading. The Distributor sends the final meter register reading to the MEM and HHDC/NHHDC.~~

4.1.3. ~~MESM003~~ MSTM003~~–~~ Metering Asset Replacement / Reconfiguration (Gas and Electricity)

Applicant Role: MEM

1. Initial Conditions:

- The request to exchange the metering asset is sent by the registered Supplier.
- The Metering Asset is not de-energised.
- The MEM has retained evidence of the above.

2. The Scenario:

Replacement / reconfiguration of a ~~half hourly (HH)~~ Metering Asset (Electricity):

The ~~MEM~~ MOA receives a request from the Electricity Supplier to replace / reconfigure Metering Asset. ~~The~~ Where applicable, the MOA~~MEM agrees with the HHDC to collect the~~ arranges with the Advanced Data Service to collect final HH metered data. The ~~MEM~~ MOA sends updated Meter Technical details, and relevant initial and final ~~meter register~~ readings ~~for replaced / reconfigured Metering Asset~~ to the Electricity Supplier, ~~HHDC~~ Data Service and the Distributor. ~~The MEM sends the initial meter register reading for the replaced / reconfigured Metering Asset. The MEM sends the Meter Technical Details to the Electricity Supplier, HHDC and the Distributor. The MEM sends the relevant meter information to MPAS. The MEM receives validation from MPAS.~~ The MOA additionally sends notification of Metering Asset Installation and Removal to the MAPs, and Revised Meter Technical Details to SMRS.

~~Replacement / reconfiguration of a non-half hourly (NHH) Metering Asset (Electricity):~~

~~The MEM receives a request from the Electricity Supplier to replace / reconfigure Metering Asset. The MEM sends the final meter register for the replaced / reconfigured meter to the NHHDC. The MEM sends the initial meter register reading for the replacement meter to the NHHDC. The MEM sends the meter technical details for the new meter to the Electricity Supplier, NHHDC and the Distributor. The MEM sends the notification of removal of the old meter to the MAP (associated with the old meter). The MEM sends the notification of the installation of the new meter to the MAP (associated with the new meter). The MEM sends the relevant meter information changes to MPAS. The MEM receives validation from MPAS.~~

Replacement / reconfiguration of a Metering Asset (Gas):

The MEM receives a request from the Gas Supplier in relation to a Metering Asset exchange. The MEM acknowledges the request from the Gas Supplier and sends a request to the Meter Worker to exchange the Metering Asset. The MEM pre-notifies the Gas Supplier of the Metering Asset exchange 48 hours ahead of the appointment, and the Gas Supplier confirms approval for the exchange to take place. The Meter Worker undertakes the exchange and notifies the MEM that the exchange is complete. The MEM notifies the Gas Supplier and the CDSP of the Metering Asset exchange, specifying to the CDSP of the MAP identity of the installed Metering Asset. The MEM notifies the old MAP of the Metering Asset removal, who acknowledges receipt of the installation notification. The MEM notifies the new MAP of the Metering Asset installation, who acknowledges receipt of the installation notification.

3. Final Conditions:

- The MEM has successfully notified the Supplier of the replaced and reconfigured meter.
- MPAS and the Electricity Supplier have the correct Meter Technical Details.
- The CDSP, Supplier and the MAP (old and new) have been successfully notified of the Metering Asset replacement.

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

~~Where the HH meter is supplier serviced and the MEM replaces the meter (Electricity):~~

- ~~The Electricity Supplier sends a request for a Metering Asset replacement to the MEM. The Electricity Supplier sends meter configuration details to the MEM once the meter has been replaced. The MEM sends Meter Technical Details to the Electricity Supplier and the Distributor and notifies the removal of the old meter. The MEM sends the relevant meter information to MPAS. The MEM receives validation from MPAS. The MEM sends a notification of removal of old meter to the MAP of the removed meter.~~

~~Where the HH meter is supplier serviced and the Electricity Supplier reconfigures the meter (Electricity):~~

- ~~The Electricity Supplier sends meter configuration details to the MEM. The MEM sends technical details for replacement of the meter to the Electricity Supplier and the Distributor.~~

~~Where the Distributor replaces the HH meter for safety reasons:~~

- ~~The MEM receives final meter register readings from the Distributor that is being replaced, and initial meter register reading and meter technical details for replacement asset from the Distributor. The MEM sends the final meter register reading to the HHDC. The MEM sends~~

~~the initial meter register reading and Metering Technical Details for the replacement Metering Asset to the Electricity Supplier and HHDC. The MEM sends relevant meter information changes to the MPAS. The MEM receives validation from MPAS.~~

~~Where the Electricity Supplier configures a Smart Metering System, replacing a NHH metering system (Electricity):~~

- ~~The MEM receives smart metering system configuration details from the Electricity Supplier. The Electricity Supplier will send final readings for old configuration and initial readings for new configuration to the NHHDC. The MEM will send the Meter Technical Details for new configuration to the NHHDC, Electricity Supplier and the Distributor.~~

~~Where the MEM installs a Smart Metering System as a replacement for either a non-smart or Smart Metering System (Electricity):~~

- ~~The MEM receives a request to replace a Metering Asset. The MEM takes final readings and replaces the Metering Asset. The MEM sends final and initial meter register readings to the Electricity Supplier (and the NHHDC where appropriate). The MEM receives Smart Metering System configuration details from the Electricity Supplier. The MEM sends Meter Technical Details to the NHHDC, Electricity Supplier and the Distributor. The MEM sends a notification of the removal of the old meter to the MAP. The MEM sends a notification of the new meter to the MAP. The MEM sends relevant meter information changes to MPAS. The MEM receives validation from MPAS.~~

~~Where the Distributor replaces the NHH meter for safety reasons (Electricity):~~

- ~~The MEM receives final meter register readings from the meter that is being replaced by the Distributor, and initial meter register reading and Meter Technical Details for replacement asset from the Distributor. The MEM sends final meter register reading to the NHHDC. The MEM sends initial meter reading and Meter Technical Details for replacement meter to the Electricity Supplier and NHHDC. The MEM sends a notification of the removal of old meter to the MAP. The MEM sends a notification of installation of the new meter to the MAP. The MEM sends the relevant meter information changes to MPAS. The MEM receives validation from MPAS.~~

4.1.4. ~~MESM004~~ MSTM004 ~~–~~ Change of MEM (Gas and Electricity)

Applicant Role: MEM

1. Initial Conditions:

- The Supplier has decided that it will appoint a new agent.
- The Supplier has a contract in place with the new agent and they have agreed a date on which the transfer of responsibility is to take place.
- All registration data for the Metering Points is complete and up to date with the Registration Service.

2. The Scenario:

As Gaining MEM (Electricity):

The gaining ~~MEM~~ MOA receives an agent appointment request from ~~the (gaining/current) Supplier~~ SMRS.

The gaining ~~MEM~~ MOA receives the request and sends confirmation of appointment ~~or rejection to the (gaining/current) Supplier~~to SMRS. ~~The (gaining/current) Supplier send notification to the gaining MEM of the appointed DC.~~SMRS publishes the MOA Appointment Status Notification, which the Gaining and Losing MOA will receive. For Traditional and Advanced Meters, ~~T~~the ~~gaining~~ Losing MOA ~~MEM requests the meter~~sends the metering technical details ~~from~~ to the Gaining MOA. If these are not sent within the required timeframes, the gaining MOA can request these from the ~~the~~ losing ~~MEM~~MOA.

SMRS will publish Notification of Supplier Agent Appointment & Supporting Details, and subsequently will publish notification of MOA appointment for any Associated or Related Meter Points. The Gaining MOA will validate the Meter Technical Details, and in the case of Traditional or Advanced Meters, send them to the Data Service, Supplier, and Distributor. The Gaining MOA will also receive consumer details from the Supplier, and the Gaining MOA is responsible for sending a notification of Electricity Supplier and MOA appointment to the MAP. ~~. Upon receipt of instruction from the gaining MEM, the losing MEM sends the Meter Technical Details to the gaining MEM.~~

As Losing MEM (Electricity):

The losing ~~MEM~~ MOA receives the ~~loss notification/agent de-appointment~~Appointment Status Notification from the ~~(losing/current) Supplier~~SMRS. The losing ~~MEM~~ MOA receives the request and ~~notifies the Supplier of the de-appointment.~~in the case of Traditional or Advanced Meters sends the Meter Technical Details to the Gaining MOA. If the Losing MOA

is not able to issue Meter Technical Details, the Losing MOA should report this to the Supplier. ~~Once the gaining MEM has been appointed, they submit a request of transfer of information to the losing MEM.~~SMRS will subsequently publish the Notification of Supplier Agent De-Appointment. ~~The losing MEM responds to the request and provides the Metering Asset information to the gaining MEM. The gaining MEM responds to receipt of the Metering Asset information.~~ The losing ~~MEM~~ MOA informs the MAP of the de-appointment ~~notification. and the MAP responds with an acknowledgment.~~

As Gaining MEM (Gas):

The gaining MEM receives an agent appointment request from the Gaining Supplier.

The gaining MEM receives the request and sends confirmation of appointment to the gaining Supplier. The gaining MEM requests the transfer of metering information from the losing MEM. The losing MEM responds and provides the Metering Asset information to the gaining MEM. The gaining MEM responds to receipt of the Metering Asset information.

The gaining MEM informs the MAP of the appointment notification and the MAP responds with an acknowledgment. The gaining MEM confirms back to the gaining Supplier to confirm successful transfer of Metering Asset information. The gaining Supplier confirms receipt of this information to the gaining MEM.

As Losing MEM (Gas):

The losing MEM receives the loss notification/agent de-appointment from the (losing/current) Supplier. The losing MEM receives the request and sends confirmation of de-appointment to the (losing/current) Supplier. Once the gaining MEM has been appointed, they submit a request of transfer of information to the losing MEM. The losing MEM responds to the request and provides the Metering Asset information to the gaining MEM. The gaining MEM responds to receipt of the Metering Asset information.

The losing MEM informs the MAP of the de-appointment notification and the MAP responds with an acknowledgment.

3. Final Conditions:

- The MEM has registered their appointment and confirmed this with the supplier.
- The MEM has sent metering related information (as appropriate) to the supplier and other parties.

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

~~Electricity:~~

- If a contract between the customer and MEM exists, then a rejection to de-appointment can be submitted.
- For Metering Assets which do not comprise an Enrolled Smart Meter, the gaining MEM sends the Meter Technical Details to the Gaining Supplier, DC and Distributor.
- For Metering Assets which do comprise an Enrolled Smart Meter, the Supplier sends the Smart Metering system configuration details to the gaining MEM.
- For HH meters, the losing MEM sends the commissioning information to the gaining MEM.
- As part of the losing MEM scenario, the notifications to the MAP is only applicable to NHH meters..

Gas:

- Prior to the Consumer deciding to contract with a new Gas Supplier, the Consumer may request a bespoke quotation which requires the Gas Supplier to determine transportation, metering and supply costs.
- Supplementary information may be sent where required by the Losing MEM after the Metering Asset Information has been provided.

4.1.5. ~~MESM005~~ MSTM005 ~~–~~ Change of MAP (Electricity Only)

Applicant Role: MEM

1. Initial Conditions:

- All registration data for the Metering Points is complete and up to date with the Registration Service.

2. The Scenario:

The MEM notifies ~~MPAS~~ SMRS of the change in MAP. ~~MPAS~~ SMRS confirm and validate the request, update their database and respond to the ~~MEM~~ MOA with a confirmation of acceptance.

3. Final Conditions:

- The MEM has updated ~~MPAS~~SMRS with the new MAP information.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- ~~MPAS~~ SMRS may send a notification of invalid MAP data where it cannot be validated. In this instance ~~data should be corrected and~~a correct flow should be issues, else the process restarted. ~~re-submitted.~~

4.1.6. MSTMESM006 – Energisation of a Metering point (Electricity Only)

Applicant Role: MEM

1. Initial Conditions:

- The Metering Point is registered to the Supplier with all registration data items set.
- A Non Half Hourly credit meter is fitted and the Metering Point has been de-energised awaiting completion of structural work.
- The structural work is now complete and the Customer has approached their Supplier to re-energise the Metering Point.
- The Customer is not on the Priority Services Register.
- The MEM has retained evidence of all of the above.

2. The Scenario:

The Supplier instructs the MEM MOA to energise the Metering Point. The MEM MOA goes on site and successfully energises the Metering Point., takes an initial meter reading and notifies the Distributor / HHDC / NHHDC of the successful energisation. . The MOA sends a Change of Energisation Status notification to SMRS. At the same time, the MOA will issue Cumulative Register Readings and/or Meter Register Readings to the Data Service, Distributor, and Electricity Supplier.

3. Final Conditions:

- The Metering Point is successfully energised.
- All changes in registration data have been notified to SMRS the Registration Service and confirmation has been received from the SMRS this has been accepted by the Supplier.

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

- ~~Energisation of a Feeder - In the event that a Summation CT is being utilised to aggregate two or more feeders onto one Meter Id (Serial No), then the feeder status shall be populated as 'Active' if any one of the feeders is energised.~~
- ~~Where the Distributor energises the Metering System on request from the Supplier, the MEM will receive the confirmation or rejection of energisation status change. .~~

4.1.7. ~~MESM007~~ MSTM007~~–~~ De-Energisation of a Metering point (Electricity Only)

Applicant Role: MEM

1. Initial Conditions:

- The Supplier has a recorded history for the Metering Point.
- The Metering Point is registered to the Supplier with all registration data items set.
- A ~~Non-Half-Hourly~~ credit meter is fitted and the Metering Point is to be de-energised for awaiting completion of structural work.
- The Customer is not on the Priority Services Register.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier instructs the ~~MEM~~ MOA to de-energise the Metering Point. The MOA goes on site and successfully energises the Metering Point. The MOA sends a Change of Energisation Status notification to SMRS. At the same time, the MOA will issue Cumulative Register Readings and/or Meter Register Readings to the Data Service, Distributor, and Electricity Supplier.~~Following HHDC collecting the HH data, the MEM goes on site and successfully de-energises the Metering Point, takes a final meter reading and informs the NHHDC / HHDC and LDSO of the successful de-energisation.~~

3. Final Conditions:

- The Metering Point is successfully de-energised.
- All changes in registration data have been notified to the Registration Service and confirmation has been received by the Supplier.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Energisation of a Feeder - In the event that a Summation CT is being utilised to aggregate two or more feeders onto one Meter Id (Serial No), then the feeder status shall be populated as 'Active' if any one of the feeders is energised.
- Where the Distributor de-energises the Metering System on request from the Supplier, the MEM will receive a confirmation or rejection of the energisation status change.

4.1.8. MESM008 - Change of Measurement Class (Electricity Only)

Applicant Role: MEM

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service as Non Half Hourly (NHH) with all Registration Data items set.
- The Metering Point is energised.
- The MEM is qualified in both NHH and HH market sectors.
- The MEM has retained evidence for the above.

2. The Scenario:

The Supplier liaises with the MEM (and customer) to agree a date and time for the Change of Measurement Class (CoMC). Prior to the agreed date for the change of metering the MEM confirms acceptance of the CoMC. The MEM visits the site (if applicable[18]), and takes a final NHH reading, removes the NHH metering equipment and installs the new HH Metering equipment. The new MEM informs the Supplier, new HHDC and Distributor of the Meter Technical Details of the New Metering System. The HH MEM requests site technical details from the LDSO. The MEM informs the Supplier of the meter exchange, processes the final NHH reading and sends a Valid Data Report to the Old Data Collector, who processes this and forwards it on to the Supplier.

3. Final Conditions:

- The Registration Service has been updated with all necessary changes to the Registration Data resulting from the change of metering.

The MEM's history for the Metering Point clearly shows the transition from Non Half Hourly to Half Hourly, including agent appointments/de-appointments, change of meter details, final and initial readings for the meters concerned.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The CoMC is triggered by the MEM, who is qualified as both NHH MEM and HH MEM, identifying consumption change.
- The CoMC is transitioned from HH to NHH.

[18] Site visits will not be required if the meter is AMR or SMETS1 adopted.

4.1.9.4.1.8. MESM009 MSTM008– Fault Resolution (Electricity oOnly)

Applicant Role: MEM

1. Initial Conditions:

- The MEM MOA receives a notification that:
  - a Metering Asset is potentially recording incorrect or inaccurate information, reducing the quality of data from the meter;
  - there are safety issues associated with a Metering Asset; and / or
  - an alarm indication, warning or fault has been triggered.

2. The Scenario:

~~Fault resolution for HH Metering Assets~~

- The MEM MOA receives a request detailing a potential fault from the Electricity Supplier or the HHDCData Service. The MEM MOA investigates the fault and determines whether the resolution requires a site visit. If the fault cannot be resolved within 5WD, the MEM will send a fault resolution plan to the HHDC Data Service and / or Electricity Supplier. The HHDC Data Service and / or Electricity Supplier will notify the MEM MOA of the decision in relation to the fault resolution plan. The MEM MOA will then attempt to resolve the fault, notifying the HHDC Data Service or Electricity Supplier as appropriate.

~~Fault resolution for NHH Metering Assets~~

- ~~The MEM receives a request from the Electricity Supplier or the NHHDC of an inaccuracy in relation to metered volumes or invalid Meter Technical Details in relation to a Metering Asset. The MEM must then investigate the Metering Asset and send a request for a decision on further action to the Electricity Supplier. The Electricity Supplier must then determine the appropriate further action and notify the MEM. The MEM must act on the action determined by the Electricity Supplier and send a fault resolution report to the NHHDC or the Electricity Supplier. Once the fault is resolved, the MEM must send Meter Technical Details to the Electricity Supplier, NHHDC or Distributor. Further, the MEM must then notify the MAP of corrections if required and send the relevant meter information changes to MPAS. Once MPAS had confirmed the notification from the MEM, the NHHDC will send a request for an initial meter register reading to the MEM. The MEM must then send an initial meter register reading to the NHHDC.~~

3. Final Conditions:

- ~~For HH Metering Assets:~~
  - The Electricity Supplier / ~~HHDC~~ Data Service receives confirmation that the fault has been resolved.
  - The correct Meter Technical Details are received by the Electricity Supplier, ~~HHDC~~ Data Service or Distributor.
  - ~~MPAS~~ SMRS receive updates relating to the Metering Asset as appropriate.
- ~~For NHH Metering Assets:~~
  - ~~The Electricity Supplier / NHHDC receive confirmation that the fault has been resolved.~~
  - ~~The correct Meter Technical Details are received by the Electricity Supplier, NHHDC or Distributor;~~
  - ~~The MAP and MPAS receive updates relating to the Metering Asset as appropriate~~

~~4. Variations~~

~~The following variations may, optionally, apply with appropriate interpretation of the sections above:~~

~~For HHDC Serviced Metering Asset (HH)~~

- ~~On resolution of fault, the MEM must send the Meter Technical Details (if changed or corrected) to the Electricity Supplier, HHDC and the Distributor. The MEM must send the relevant Metering Asset information changes to MPAS. MPAS will then perform the validation checks and send a response to the MEM, confirming that the response is accepted.~~

~~For Supplier Serviced Metering Assets (HH)~~

- ~~Where the Electricity Supplier reconfigures the Time of Use registers following a fault, the MEM should receive the Smart Metering System configuration details from the Electricity Supplier. The MEM must then send the Meter Technical Details to the Electricity Supplier and the Distributor. The MEM will then send the relevant Metering Asset information changes to MPAS, who will confirm receipt.~~

~~4.1.10.~~4.1.9. MSTM009~~ESM010~~ – Proving Tests (Electricity ~~Half Hourly~~ Only)

Applicant Role: MEM

1. Initial Conditions:

~~Where a pulse multiplier of one, no proving test is required.~~ A proving test may be required where one or more of the initial conditions outlined is met:

- The Metering Asset is not compliant with the Smart Metering Equipment Technical Specifications (SMETS).
- One or more of the following fields for the Metering Asset have been changed while the Meter is energised:
  - Outstation ID.
  - Meter ID (Serial Number).
  - Outstation number of channels.
  - Measurement Quantity ID.
  - Meter Multiplier.
  - Pulse Multiplier.
  - CT and / or VT ratio.
  - Access to Metering Equipment at Password Level 3.
- The Metering Asset is for a Complex Site, or has a separate outstation, or a integral outstation which can have a pulse multiplier other than one.
- A new connection has been installed.
- A change in ~~HHDC~~ Advance Data Service Agent appointment where Meter Technical Details were amended.
- A change in ~~MEM~~ MOA appointment where Meter Technical Details were amended.
- Where a Metering Asset is reconfigured and replaced.
- When there is a key field change~~Where the Measurement Class has changed from NHH to HH.~~
- whenever a shared Metering Asset arrangement is carried out in accordance with BSCP550
- Where a feeder is energised for the first time~~.~~

- Where a Complex Site is created, modified or removed, or where one of the above changes impacts on a Metering Asset which is part of a Complex Site.

2. The Scenario:

   Proving tests Method 1 is used for a for non-complex site~~s~~:

   The ~~MEM~~ MOA sends a request to the ~~HHDC~~ Advanced Data Service to obtain metered data for specific settlement periods, provides Meter Technical Details as relevant. ~~HHDC~~ Advanced Data Service reads the meter for the specific settlement periods and sends the raw HH metered data to the ~~MEM~~MOA. ~~MEM~~ MOA compares ~~MEM~~ MOA HH metered data with ~~HHDC~~ Advanced Data Service metered data for the same settlement period. ~~MEM~~ MOA sends notification of successful prove tests to ~~HHDC~~Advanced Data Service, Electricity Supplier and Distributor.

   .

3. Final Conditions:

   - The HH metered data for the relevant settlement periods match the data collected by the ~~HHDC~~ Advanced and match the HH data available to the ~~MEM~~MOA.

~~4. Variations~~

- ~~Where the proving test is unsuccessful, the MEM must send a fault resolution report / request for further action to the HHDC, to undertake an additional proving test.~~
- ~~Where the site is complex, a Complex Site Validation Test is required.~~
  - ~~The MEM collects HH metered data in aggregate based on the complex site rules and records values. MEM sends a request to a HHDC to undertake a Complex Site Validation Test, providing Meter Technical Details as relevant. The HHDC collects HH metered data and sends this to the MEM. The MEM validates HH metered data provided and notifies the HHDC and Electricity Supplier that the proving test has passed.~~



London Office:
8 Fenchurch Place
London
EC3M 4AJ

Company Reg. No: 4419878

RETAIL ENERGY CODE