

Gas MaP Project

MPD2 - Change of Shipper NDM

Version 4.0

CRU Approved

19th September 2019

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Market Process Definitions

2. Revision History		
Version	Date	Revision Description
1.0	25/05/2006	First Draft for Consultation
2.0	26/10/2006	Base-lined on the basis of CER approval on 15/09/2006. 'Meter Sequence Number' added to list of key data items in market message G201RQ – Change of Shipper Request as a mandatory field agreed at GMARG 21/09/06.
2.1	19/02/2008	Final Update for Prepayment Meters – Draft for Approval
2.9	16/09/2008	Draft for approval – baselining for go-live
3.0	03/11/2008	Base-lined on the basis of CER Approval on 17/10/2008 in line with CR021: Baselining MPDs and MMIG for go-live . All MPDs will have one consistent version number – v3.0
3.1	06/05/2009	Revised Change of Shipper Process.
3.2	10/07/2009	Updated following GMARG discussion on 24 th June 2009.
3.3	22/07/2009	Updated following CER review.
3.4	28/08/2009	Updated following Workshop and GMARG discussions on 18 th and 27 th August 2009 respectively.
3.6	04/09/2009	Revised following CER and BGN feedback.
3.7	16/09/2009	Revised following Industry feedback.
3.8	17/09/2009	Minor text addition.
3.9	14/10/2011	Updated for Debt Flagging.
3.10	23/05/2015	Inclusion of Priority Flag to Gas Market Messaging as per CR064. Update to Section 42 and D+10, clarification on meter type.
3.11	16/01/2019	Change of Shipper and Retention of Priority Flag.
3.12	23/01/2019	Issued for GMARG comment following internal GNI review of all MPD's to ensure alignment with current practice.

Market Process Definitions

3.13	15/04/2019	Issued for CRU Approval:
4.0	19/09/2019	CRU Approved Version: Updated to reflect <i>MCR90: Customer Read Takes Priority Over Actual Read</i> as approved by CRU at GMARG meeting 19/09/19.

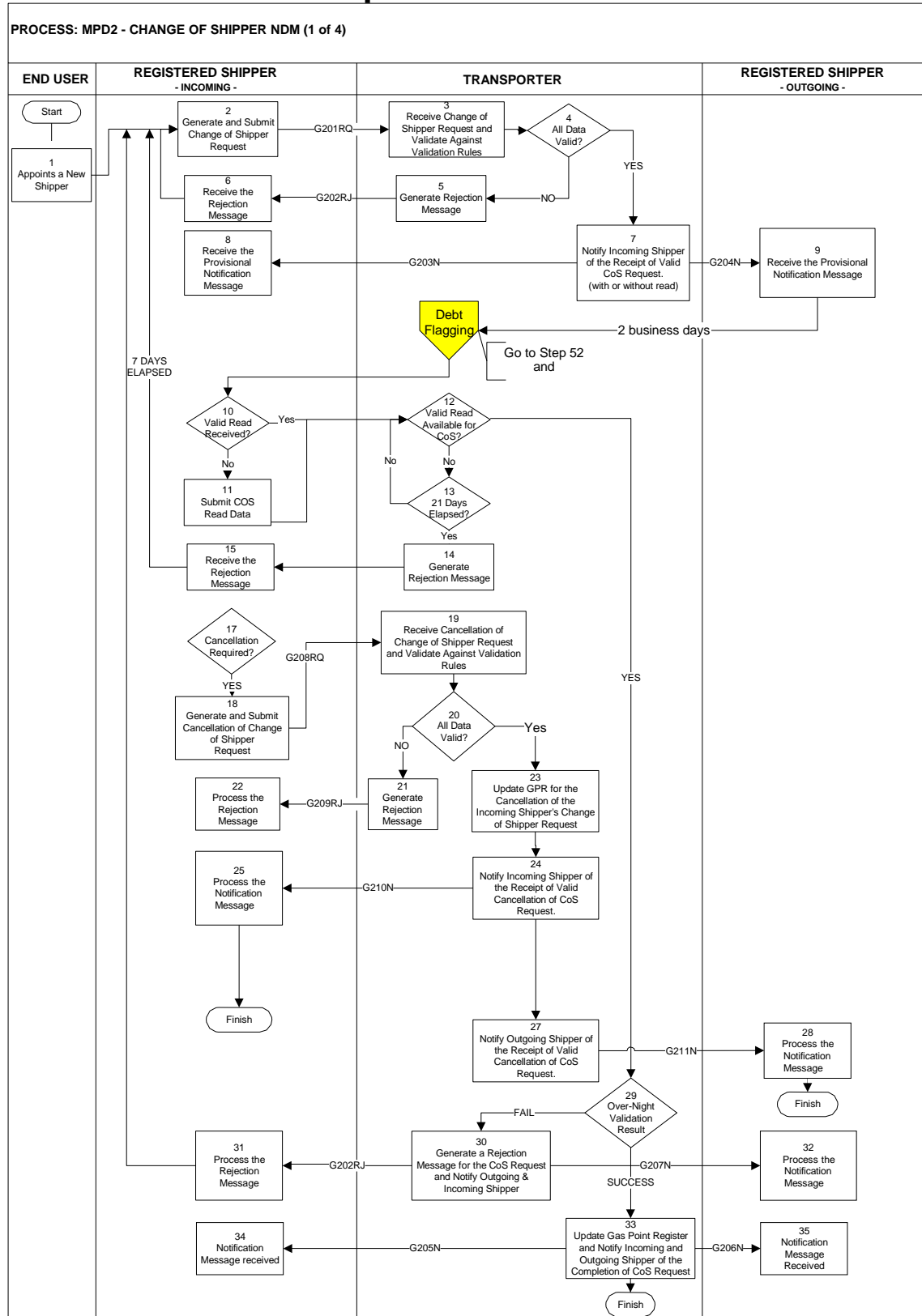
3. Introduction

3.1 Scope

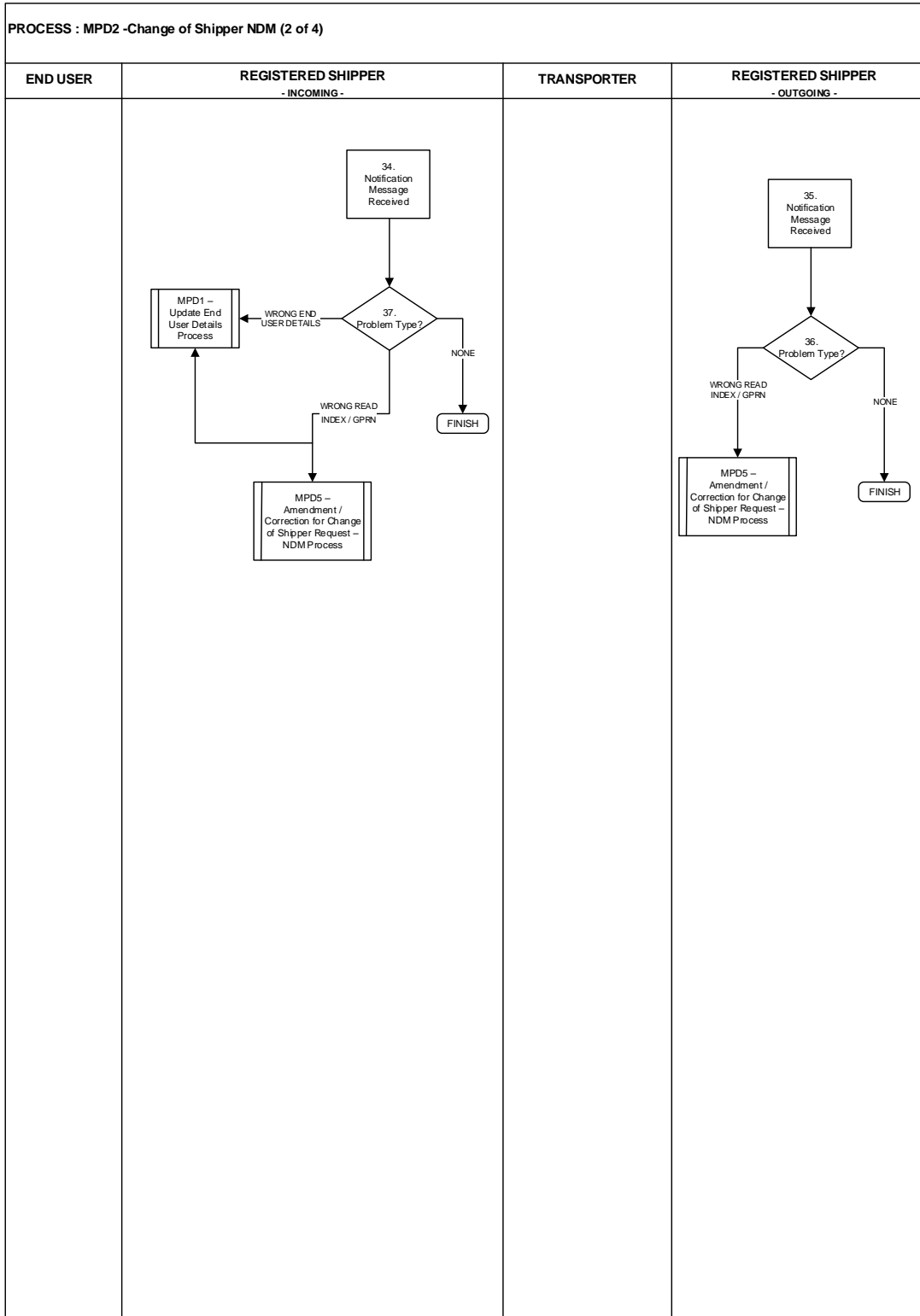
This process is the Change of Shipper (COS) for NDM and will be applicable to NDM Supply Points. It shall govern the recording of change of registration of NDM Supply Points between Shippers on the Gas Point Register.

Market Process Definitions

4 Market Process Map

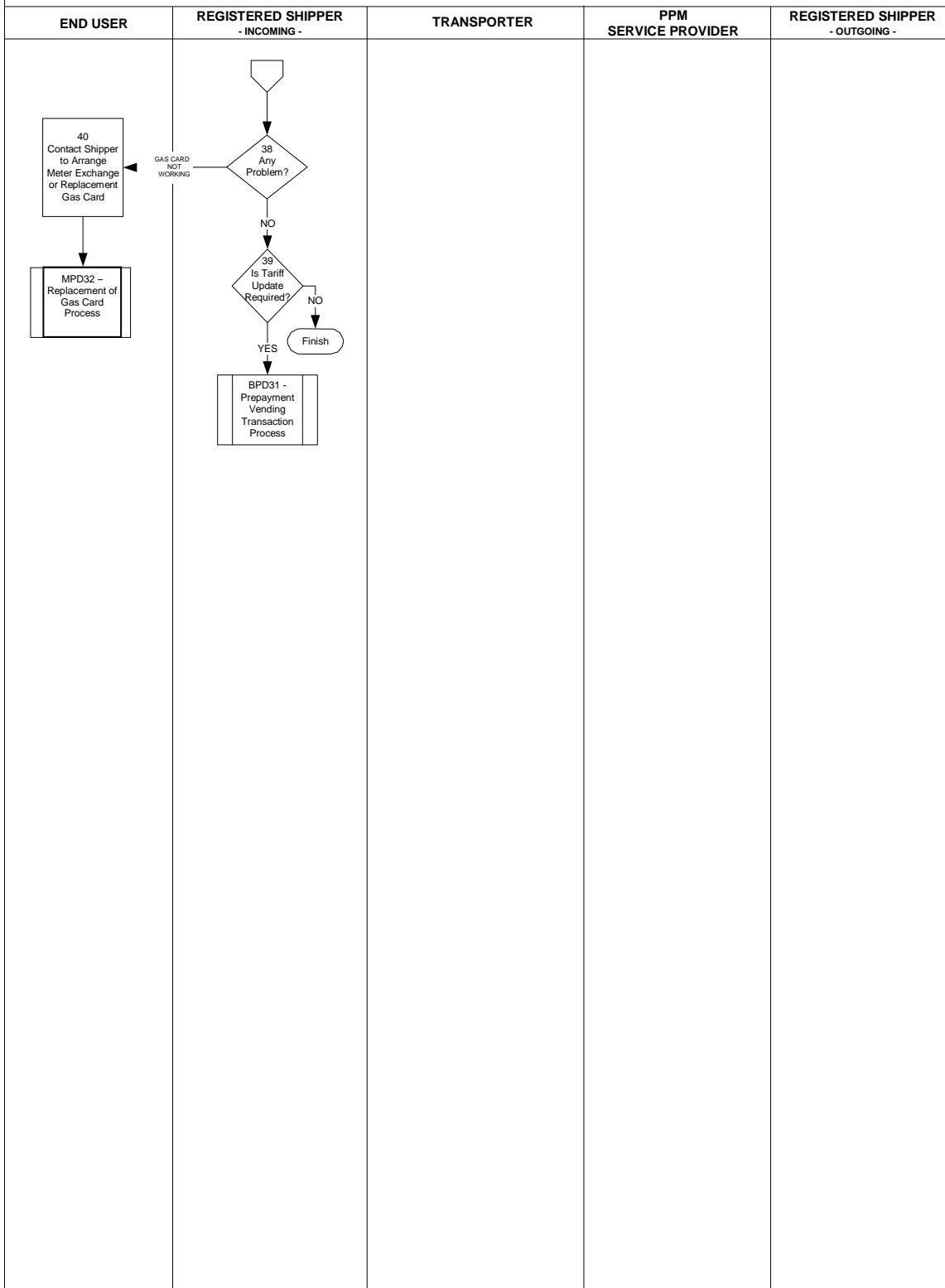


Market Process Definitions



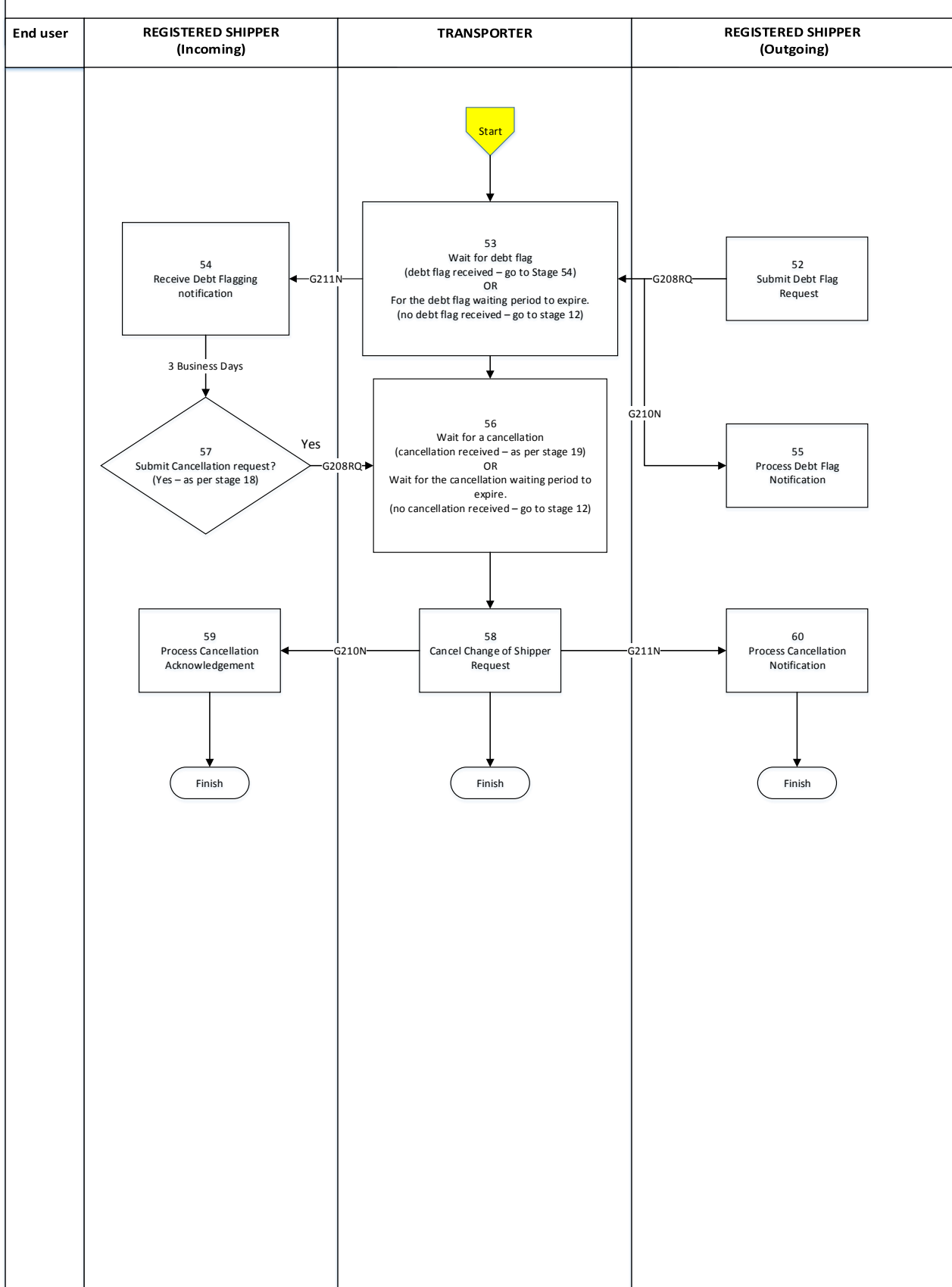
Market Process Definitions

PROCESS: MPD2 - CHANGE OF SHIPPER & CANCELLATION OF CoS NDM (3 of 4)



Market Process Definitions

PROCESS: MPD2 – CHANGE OF SHIPPER NDM Debt Flagging (4 of 4)



Market Process Definitions

5 Market Process Description			
Step	Role	Actions	Interfaces
1	End User	The End User appoints a new Shipper.	
2	Incoming Shipper	<p>The Incoming Shipper submits the Change of Shipper (“COS”) Request on any day but the COS Request will only be processed on a Business Day.</p> <p>The key data elements of the request will include;</p> <ul style="list-style-type: none"> ⇒ GPRN (M) ⇒ End User Name (M) ⇒ End User Address ⇒ End User Contact Details – Contact Phone Numbers (M) ⇒ End User Contact Method ⇒ Market Sector - Industrial/Commercial or Residential (M) ⇒ Vulnerable Customer & Type of Vulnerable Customer (M) ⇒ Priority Customer (M) ⇒ End User Consent (M) ⇒ Meter Number (M) ⇒ Meter Index (O) ⇒ Taken Date (O) ⇒ Supplier Details (M) <p>All of the End User key data provided will replace the current End User details once the mandatory data elements are provided. The mandatory fields are indicated by (M) above.</p>	G201RQ to Transporter
3	Transporter	The Transporter receives the COS Request.	
4		The Transporter validates the COS request against the validation rules (See section 6.1).	

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5		A COS Request Rejection message will be sent to the Incoming Shipper if the COS Request fails to meet the validation requirements. The message will include the reason why the COS Request is invalid.	G202RJ to Incoming Shipper
6	Incoming Shipper	The Incoming Shipper will receive the rejection message and may generate a new COS Request.	
7	Transporter	Once the COS Request passes validation a provisional acceptance notification message will be sent to the Incoming Shipper immediately with an indicative date of the next Scheduled Read, with a flag to show if: a valid read received on Request (G201RQ); or a Scheduled Read or Job Read within the last 7 days.	
8	Incoming Shipper	The Incoming Shipper will receive a provisional acceptance notification.	G203N
9	Incoming Shipper	Check if valid read received. Check flag on G203N message.	
10	Incoming Shipper	Submit COS read if available.	
11	Transporter	Check if valid Read available and no open shipper lock request exists. A valid COS Read shall be submitted as: ⇒ Shipper Read; ⇒ Customer Read; ⇒ Job Read; or ⇒ Scheduled Read. Priority will be given to the Customer/Shipper Read (providing it passes QA validation). First check for read is when COS Request is received and nightly thereafter until a valid read is received or 21 days have elapsed.	
12		Have 21 days elapsed since COS Request and is there no open shipper lock request?	

Market Process Definitions

13	Transporter	The Transporter will send a rejection message to the Incoming Shipper if a valid COS Meter Read has not been received within 21 Days of the COS Request and there is no open shipper lock request.	
14	Incoming Shipper	The Incoming Shipper will receive the rejection message and a 4 letter code will notify Shipper that they are locked out for 7 days.	
15	Transporter	Once a valid read is received for a COS Request that passes validation, a provisional acceptance notification message will be sent to the Outgoing Shipper.	
17	Incoming Shipper	After the COS provisional acceptance has been received, the Incoming Shipper may decide to cancel the COS Request. Before the nightly batch validation is run on the day that the COS Read is provided the Incoming Shipper can send a COS Cancellation Request.	
18	Incoming Shipper	The Incoming Shipper will generate a COS Cancellation Request. The COS Cancellation Request will include; ⇒ The COS Reference Number ⇒ GPRN	G208RQ to Transporter
19 & 20	Transporter	The COS Cancellation Request is received and validated. (See section 6.1)	
21	Transporter	A COS Cancellation Request Rejection message will be sent to the Incoming Shipper if the COS Cancellation Request fails to meet the validation requirements.	G209RJ to Incoming Shipper
22	Incoming Shipper	The Incoming Shipper will receive the COS Cancellation rejection notice and may re-submit a COS Cancellation request (before the nightly batch validation is run).	
23	Transporter	The appropriate COS request will be canceled on the GPR if the request passes validation.	
24	Transporter	The Incoming Shipper will be notified of the completion of the COS Cancellation Request.	

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25	Incoming Shipper	The Incoming Shipper will receive the completion of the COS Cancellation Notification.	G201N Incoming Shipper
27	Outgoing Shipper	The Outgoing Shipper will be notified of the completion of the COS Cancellation Request.	
28	Outgoing Shipper	The Outgoing Shipper will receive the completion of the COS Cancellation Notification.	G211N to Outgoing Shipper
29	Transporter	Over-night validation is run. Note the over-night validation conducts the same validation steps as detailed in Section 6.1	
30		A COS Request Rejection message will be sent to the Incoming & Outgoing Shippers if the COS Request fails to meet the nightly re-validation requirements. The message will include the reason why the COS Request is invalid. The COS will not be recorded.	
31	Incoming Shipper	The Incoming Shipper will process the rejection message.	G202RJ to Incoming Shipper
32	Outgoing Shipper	The Outgoing Shipper will receive a notification that the COS has been rejected.	G207N to Outgoing Shipper

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<p>33</p>	<p>Transporter</p>	<p>The Transporter will update the Gas Point Register with the new Shipper and COS Read. The Incoming Shipper will be notified of the completion of the COS Request. The Incoming Shipper will be provided with the Opening Read and Gas Point Details. Where appropriate the Incoming Shipper will also be informed if a vulnerable Flag had previously been in place at the address.</p> <p>The Outgoing Shipper will be notified of the completion of the COS Request on the NDM effective date. The Outgoing Shipper will be provided with the Closing Read, it will not be given the identity of the Incoming Shipper.</p> <p>If the End User details in the original Change Of Shipper Request (G201RQ) remove an existing status of vulnerable Elderly then the vulnerable elderly status will persist for 10 days. After the 10 days, the vulnerable Elderly status will be cleared unless the incoming Shipper, in the meantime, sent an explicit Existing End User Update Request (G101RQ) to reinstate the vulnerable Elderly status.</p> <p>The only instance where the 10 Business Day notification rule on vulnerability applies is on Change of Shipper where it is flagged to the incoming Shipper via G203N and G205N. The incoming End User will be treated as having the same vulnerabilities as the Outgoing Shipper's End User until the Shipper updates the End User's vulnerabilities or the 10 days elapse.</p> <p>If the End User details in the original Change Of Shipper Request (G201RQ) remove an existing status of Priority then the Priority status will not be updated. For cases where sites cease to be a Priority eligible site the incoming Shipper shall send an explicit Existing End User Update Request (G101RQ) to remove the Priority status.</p> <p>The incoming End User will be treated as having the same Priority status as the Outgoing Shipper's End User.</p> <p>If the Incoming Shipper discovers a problem with End User Details including inaccurate Priority details they are required to submit an Update End User Details Request message.</p>	
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Market Process Definitions

34	Incoming Shipper	<p>The Incoming Shipper will receive the COS completion notification.</p> <p>This notification will include Vulnerable Customer Information (if applicable).</p>	G205N to Incoming Shipper
35	Outgoing Shipper	<p>The Outgoing Shipper will receive the COS completion notification.</p>	G206N to Outgoing Shipper
36	Outgoing Shipper	<p>If the Outgoing Shipper discovers a problem with the COS they may raise an objection with the Transporter within forty two (42) Days of the COS:</p> <ul style="list-style-type: none"> ⇒ COS Amendment Request: Outgoing Shipper to submit an email to Transporter ⇒ COS Correction Request Outgoing Shipper to submit an email to Transporter 	
37	Incoming Shipper	<p>If the Incoming Shipper discovers a problem with the COS they may raise an objection with the Transporter within forty two (42) Days of the COS:</p> <ul style="list-style-type: none"> ⇒ COS Amendment Request NDM Process: Incoming Shipper to submit an email to Transporter ⇒ COS Correction Request NDM Process: Incoming Shipper to submit an email to Transporter <p>If the Incoming Shipper discovers a problem with End User Details including inaccurate vulnerable customer details they are required to submit an Update End User Details Request message.</p> <ul style="list-style-type: none"> ⇒ MPD1 – Update End User Details - shall govern the recording of change of End User Details of NDM Supply Points on the Gas Point Register. 	
38 & 40	End User	<p>If End User has problems with the PPM Token, MPD32 – Replacement of PPM Token Market Process can be initiated by the End User.</p>	

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39	Registered Shipper (Incoming)	If Shipper wants to update tariff details for the End User, then MPD31 – Prepayment Vending Transaction Market Process should be followed by the Registered Shipper.	
52	Registered Shipper (outgoing)	Registered Shipper (Outgoing) submits Debt Flag Request (within 2 business days after notification of a pending customer loss).	G208RQ to Transporter
53	Transporter	Transporter waits for debt flag (debt flag received – go to Stage 54) OR for the debt flag waiting period to expire (no debt flag received – go to stage 12). On receipt of a debt flag from outgoing Shipper, the Transporter will send a notification to the outgoing Shipper.	G210N to outgoing Shipper. G211N to incoming Shipper
54	Registered Shipper (incoming)	Registered Shipper (incoming) receives Debt flag Notification.	G211N
55	Registered Shipper (outgoing)	Registered Shipper (outgoing) receives Debt flag notification.	G210N
56	Transporter	Transporter waits for a cancellation from incoming Shipper (cancellation received – as per stage 19) OR for the cancellation waiting period to expire (no cancellation received – go to stage 12).	
57	Registered Shipper (incoming)	Registered Shipper (incoming) submits cancellation request (within 3 business days of the debt flag being raised). (Yes - as per stage 18).	G208RQ to Transporter
58	Transporter	Change of Shipper Request is cancelled.	G210N to incoming Shipper G211N to outgoing Shipper
59	Registered Shipper (incoming)	Receive Process Cancellation Notification.	G210N

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60	Registered Shipper (outgoing)	Receive Process Cancellation Notification.	G211N
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6 Supplementary Information

6.1 Validation Rules

The following validation criteria will apply for the Change of Shipper:

- ⇒ The Shipper has a status that permits the submission of the COS Requests.
- ⇒ The GPRN is a valid NDM gas point.
- ⇒ Validate the GPRN against the meter number.
- ⇒ There are no outstanding COS requests at the GPRN.
- ⇒ There are no outstanding Correction or Amendment requests at the GPRN.
- ⇒ There are no outstanding siteworks at the GPRN.
- ⇒ Mandatory End User details are provided.
- ⇒ The incoming Shipper is not the outgoing Shipper.
- ⇒ A period of 28 Days between dates of successful COS registrations at the same NDM Supply Point has elapsed.
- ⇒ Validate that the Shipper has received End User consent.
- ⇒ Validate vulnerable customer details.
- ⇒ A COS Request from this Shipper at this Gas Point has not been rejected (where the rejection was due to no valid COS Read being provided within 21 Days of COS Request) within the last 7 Days.

Meter Validation:

- ⇒ The meter read will need to pass generic meter read validation checks – refer to the MDS Procedures.
- ⇒ The meter number received in the message matches the meter number of the gas point.
- ⇒ A valid COS NDM Meter Read has been provided for the Gas Point;
 - The COS Read shall be a Customer Read, Shipper Read, Scheduled

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Read or Job Read ;

- The COS Read shall be an Actual Read;
 - The COS Read shall be greater than or equal to the last Actual Read;
 - The COS Read shall become available within 21 Days (including Delay Days and appropriate time for validation) following the COS Request; and
 - The COS Read entered shall pass Validation Tolerances applied to the system
- ⇒ The Effective Date of the COS shall not be before the COS Request.
- ⇒ If a Scheduled Read or Job Read has been provided up to 7 Days before the COS Request, or on the Day of the request, this will be the COS Read and the COS Effective Date will be the day after the COS Request, if overnight validation has been passed;
- ⇒ If no valid Read available on Day of COS Request and a valid Read is provided in subsequent 21 days the effective date of the COS shall be D+1 of Read.
- ⇒ If a read is provided with the COS Request, the taken date of this read may be up to 7 days old.
- ⇒ Zero reads are only accepted when a new meter has been fitted and the COS has occurred before there is consumption; i.e. for read types before the ZC of EO (exchange opening), FG (fit gas card meter, FM (fit meter), ZO.
- ⇒ The number of digits of the Read Index entered cannot be greater than the number of digits recorded on the GPR.
- ⇒ The incoming shipper may supply a customer read via an M801RQ message during the COS period, i.e. from the COS request date to completion of the COS request up to a maximum of 21 days, which will then be used as the COS read once it passes validation.

The following validation criteria will apply for the Change of Shipper Cancellation:

- ⇒ The Shipper has a status that permits the submission of a Cancellation of Change of Shipper request.
- ⇒ The COS request exists and is pending completion.
- ⇒ The COS Request is for the associated GPRN.
- ⇒ The COS can only be cancelled until beginning of overnight validation of COS requests on the day of receipt by the Transporter of the Meter Read;
- ⇒ Shipper can only cancel requests that were raised by themselves.

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6.2 Key Notes

- ⇒ Updating the Gas Point Address will be dealt with in a separate process.
- ⇒ The vulnerable Flag Status will be notified to the Incoming Shipper from the Transporter.
- ⇒ End User Details are mandatory as part of the Change of Shipper NDM process.
- ⇒ Validation will be processed sequentially. The validation rules provided (in 6.1 above) may not reflect the final sequential order.
- ⇒ A COS Amendment Request may be required where the COS transaction has been processed correctly but the parties involved agree that the read index used is incorrect.
- ⇒ A COS Correction Request may be required when the incorrect GPRN has been processed.
- ⇒ If a shipper lock is requested at a GPRN where there is a pending COS request the COS date shall be the lock read date + 1. The COS will not be progressed until the meter is locked. If the lock happens after a valid read is submitted within the COS period, the COS read shall still be the lock read. If the lock read date is beyond the allowable COS period of 21 days, it shall still be used as the COS read once the lock request was made within 21 days of the COS request. In this instance, if the lock request is cancelled and a valid read was submitted during the COS period of 21 days, then that read will be used as the COS read. A new read with an identical index will be created on the day of lock cancellation and the COS request will progress the following day.
- ⇒ It is assumed that all Shippers in the NDM market will be asked to sign up to the same agreement with the PPM Service Provider.
- ⇒ Please refer to the following documentation that provides details of the support and management service level agreements for the provision of the Prepayment Metering Services from PPM Front Office and PPM Back Office Service Providers.
 - PPM Front Office Service Provider
 - Service Procedures for Prepayment Metering Service Provision for Shippers
 - PPM Back Office Service Provider
 - Service Procedures for Prepayment Metering Service Provision

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for Shippers.

- ⇒ There is a slight risk that there may be a scheduled meter read on hold for validation in the Transporter system when a Change of Shipper is due to complete and the G205N and G206N messages are due to be sent to Shippers. G205N and G206N messages contain reads so rather than send reads to Shippers out of sequence, the G205N and G206N will be held back until any reads on hold are sent to Shippers. The G205N and G206N messages would be sent automatically, immediately after the held read is released.