

# **Gas MaP Project**

## **MPD6 - Registration**

Version 4.0

CRU Approved

19<sup>th</sup> September 2019

## Market Process Definition

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### 2. Revision History

Version	Date	Revision Description
2.0	26/10/2006	Base-lined on the basis of CER approval on 15/09/2006
2.1	19/02/2008	Final Update for Prepayment Meters – Draft for Approval
2.2	30/06/2008	PPM update on acknowledgements for vending transactions as outlined in CR019.
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 <b>CR021: Baselining MPDs and MMIG for go-live.</b> All MPDs will have one consistent version number – v3.0
3.1	23/05/2015	Inclusion of Priority Flag as outlined in CR064.
3.2	05/02/2019	Issued for GMARG comment following internal GNI review of all MPD's to ensure alignment with current practice.
3.3	15/04/2019	Issued for Approval.
4.0	19/09/2019	CRU Approved at GMARG 19/09/19.

### 3. Introduction

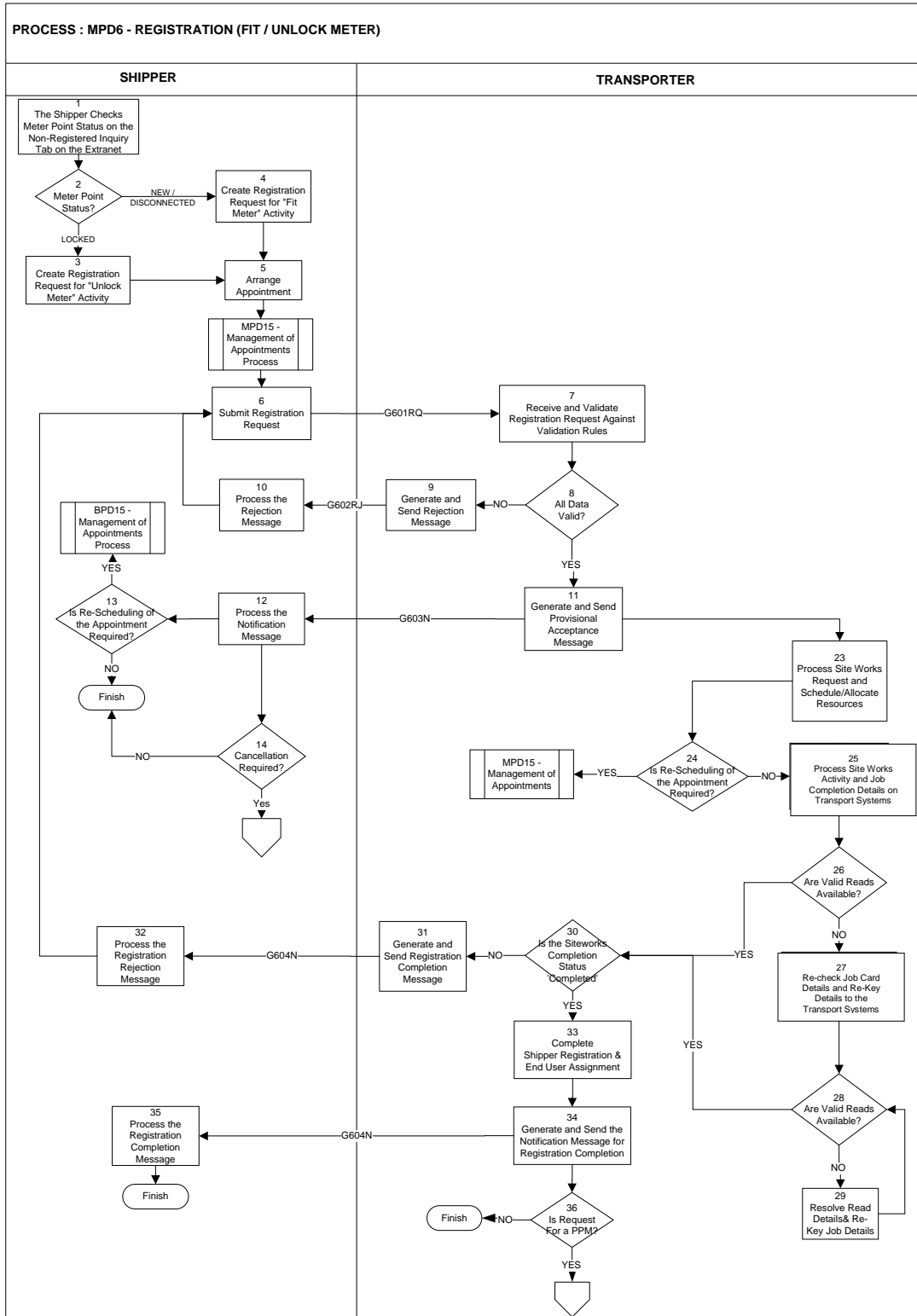
#### 1.1 *Scope*

This process describes the manner in which a Shipper can become recorded as the Registered Shipper at a NDM Supply Point. The Registration market process incorporates two main processes:

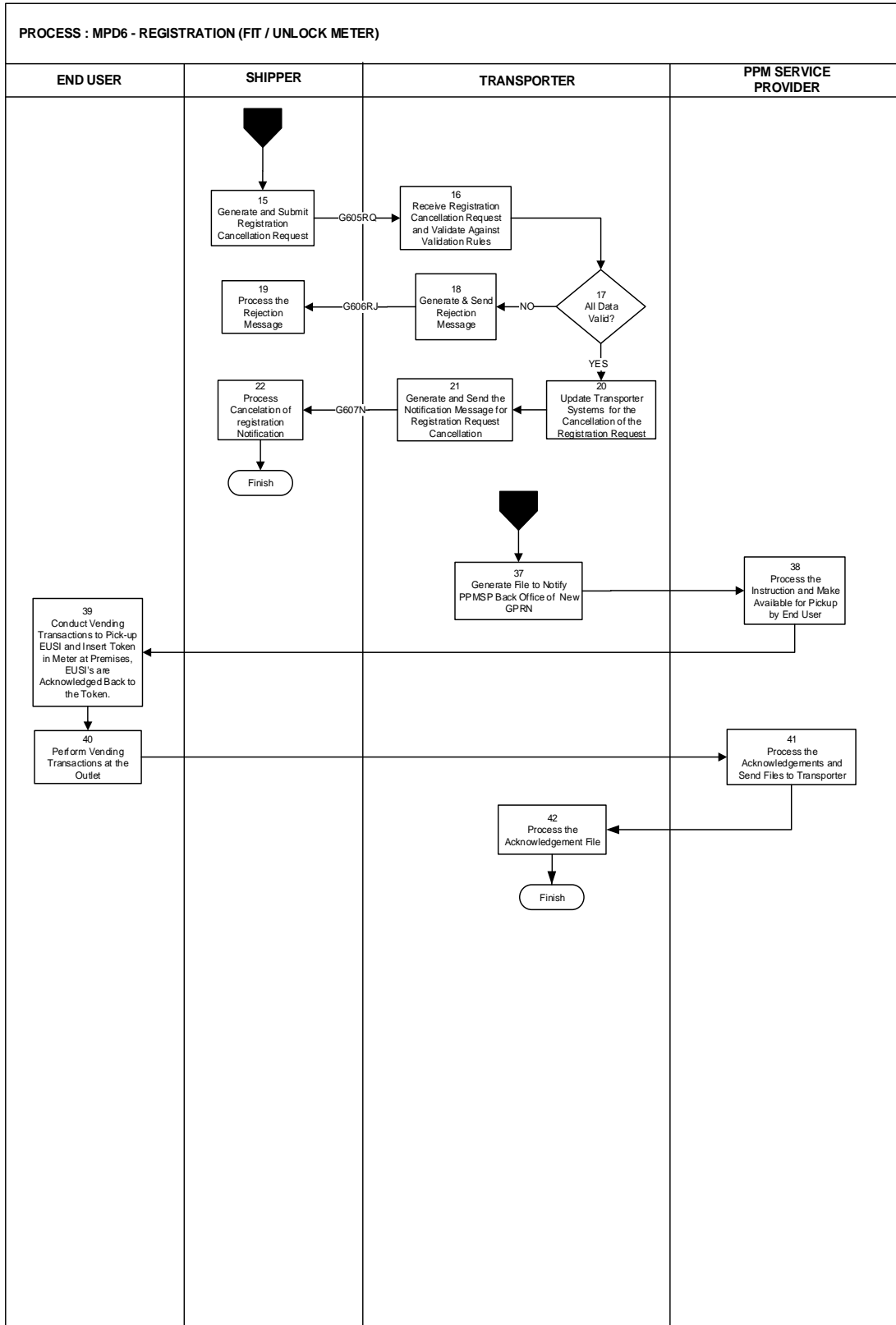
- ⇒ Operational Site Works Request; Fit Meter or Unlock Meter.
- ⇒ End User Assignment.

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## 4. Market Process Map



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<b>5. Market Process Description</b>			
<b>Step</b>	<b>Role</b>	<b>Actions</b>	<b>Interfaces</b>
1	Shipper	The Shipper checks the Meter Point Status for the associated GPRN on the 'Non-Registered Gas Point Inquiry' tab on the Transport Extranet.	Transport Extranet
2, 3		If the Meter Point status is locked, the Shipper will need to create a Registration Request for an "Unlock Meter" activity.	
2, 4		If the Meter Point status is "New" or "Disconnected", the Shipper needs to create a Registration Request for a "Fit Meter" activity.	
5, 6		<p>An appointment is required and the Shipper will need to initiate the MPD15 – Management of Appointments Market Process.</p> <p>The Shipper submits the Registration request. The key data elements of the message will include:</p> <ul style="list-style-type: none"> <li>⇒ GPRN (M)</li> <li>⇒ Site Works Request Type (M)</li> <li>⇒ Job Remarks/Access Info (O)</li> <li>⇒ Site Works Contact Name (M)</li> <li>⇒ Site Works Contact Phone Number (M)</li> <li>⇒ Site Works Appointment Reservation ID (M)</li> <li>⇒ Installer ID – Mandatory field for a 'Fit Meter' activity. Optional field for 'Unlock Meter' Activity</li> <li>⇒ Number of Rooms – Mandatory field for a 'Fit Meter' activity. Optional field for 'Unlock Meter' Activity</li> <li>⇒ House Type – Mandatory field for a 'Fit Meter' activity. Optional field for 'Unlock Meter' Activity</li> <li>⇒ Financial Hardship – Mandatory Field for PrePayment Meter ("PPM") gas points.</li> <li>⇒ Meter Location (O)</li> </ul>	G601RQ to Transporter

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		<ul style="list-style-type: none"> <li>⇒ End User Name (M)</li> <li>⇒ End User Contact Address (O)</li> <li>⇒ Contact Number Available (M)</li> <li>⇒ End User Contact Details/Phone Numbers (O)</li> <li>⇒ End User Contact Method (O)</li> <li>⇒ Market Sector - Industrial/Commercial or Residential (M)</li> <li>⇒ Vulnerable Customer &amp; Type of Vulnerable Customer (M)</li> <li>⇒ Priority Customer (M)</li> </ul> <p>The mandatory and optional fields are indicated by (M) and (O) respectively.</p>	
7	Transporter	The Transporter receives the Registration Request and validates it against the validation rules (see section 6.1 for validation rules).	
8, 9		<p>If the validation fails the Transporter will send a Rejection message to the Shipper.</p> <p>The Rejection message will include a reason why the Request was rejected.</p>	G602RJ to Shipper
10	Shipper	The Shipper will receive the Rejection message from the Transporter and must modify the details before re-submitting a new Registration request as per Step 6.	G602RJ from Transporter
11	Transporter	<p>Once the Registration Request passes validation, the Transporter will generate and send a Provisional Registration Acceptance message to the Shipper.</p> <p>The key data elements of the message will include:</p> <ul style="list-style-type: none"> <li>⇒ GPRN (M)</li> <li>⇒ Gas Point Address Information (M)</li> <li>⇒ Registration Reference Number (M)</li> <li>⇒ Registration Appointment Reservation ID (M)</li> <li>⇒ Registration Appointment data &amp; Time (M)</li> </ul>	G603N to Shipper

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12	Shipper	The Shipper will receive the Provisional Acceptance for the Registration Request from the Transporter.	G603N from Transporter
13		The Shipper will decide if the Rescheduling of the Appointment is required. If rescheduling is required the Shipper will initiate MPD15 - Management of Appointments Market Process.	
14 & 15		<p>The Shipper may decide that Cancellation of the Registration Process is required. The Shipper will generate and submit a Cancellation of Registration Request to the Transporter.</p> <p>The key data elements of the message will include;</p> <ul style="list-style-type: none"> <li>⇒ GPRN (M)</li> <li>⇒ Registration Reference Number (M)</li> </ul> <p>The mandatory fields are indicated by (M) above.</p>	G605RQ to Transporter
16	Transporter	The Transporter shall receive the Cancellation Registration Request and validates it against the validation rules (see section 4.1 for validation rules).	G605RQ to Transporter
17 & 18		<p>If the Cancellation of Registration Request market message fails validation, the Transporter sends a Rejection message to the Shipper.</p> <p>The message will include the reason why the Cancellation of Registration Request message is invalid.</p>	G606RJ to Shipper
19	Shipper	The Shipper receives the Cancellation Rejection message and processes it.	G606RJ from Transporter
20 & 21	Transporter	<p>If the Cancellation of Registration Request passes Data Validation and the Registration Request has not been processed, the Transporter will update Transport Systems for the Cancellation of the Registration Request.</p> <p>The Transporter will send a Cancellation of Registration Request Notification market message to the Shipper.</p>	G607N to Shipper



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		<p>The key data elements of this messages will include:</p> <ul style="list-style-type: none"> <li>⇒ GPRN (M)</li> <li>⇒ Registration Reference Number (M)</li> <li>⇒ Registration Cancellation Status (M)</li> </ul> <p>The mandatory fields are indicated by (M) above.</p>	
22	Shipper	<p>The Shipper receives the Cancellation of Registration Notification message (with a status of “Registration Cancelled”) from the Transporter.</p>	
23 - 25	Transporter	<p>The Transporter processes the Site Works part of the Registration request. If it is necessary to reschedule the appointment due to operational reasons, the Transporter initiates <i>MPD15 – Management of Appointments Process</i>.</p> <p>The Transporter processes the Site Works activity and enters the details on the Transport Systems.</p> <p>If a PPM is fitted, the PPM Service Provider will be notified of the meter details as quickly as possible.</p> <p>Note: There will be a charge for fitting a PPM, payable by the Shipper. This is to recover the additional cost of a Prepayment meter. However, if the End User is suffering financial difficulty, a PPM can be fitted free of charge. The Shipper must indicate that the End User requires a PPM due to financial hardship by ticking a ‘Financial Hardship’ checkbox on the Registration Request message. The CRU will monitor any misuse of this facility.</p>	
26 - 29		<p>If the Meter Read Information is not valid, the job card is re-checked and the data re-entered on the Transport System. Any further conflicts in the read details are resolved and the Meter Read Information re-keyed.</p>	
30 & 31		<p>If the Site Works Job was unsuccessfully completed the Transporter will send a Registration Completion Message to the Shipper.</p>	G604N to Shipper

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		<p>The key data segments of this message will include:</p> <ul style="list-style-type: none"> <li>⇒ Transport Reference (M)</li> <li>⇒ Gas Point Status Details (M)</li> <li>⇒ Registration Completion Status Details (M)</li> <li>⇒ Invoice Details (O)</li> <li>⇒ End User Assignment Details (M)</li> </ul> <p>The mandatory fields are indicated by (M) above, optional fields are indicated by (O).</p>	
32	Shipper	<p>The Shipper will receive the Notification message from the Transporter and must modify the details before submitting a new Registration request as per Step 6.</p>	G604N from Transporter
33		<p>If the Site Works Job is successful, the Transporter will complete the Shipper Registration and End User Assignment transactions on the Transport Systems.</p>	
34		<p>The Transporter will generate and send a Registration Completion Notification message to the Shipper.</p> <p>The key data segments of this message will include:</p> <ul style="list-style-type: none"> <li>⇒ Transport Reference</li> <li>⇒ Gas Point Status Details (M)</li> <li>⇒ Registration Completion Status Details (M)</li> <li>⇒ Invoice Details (O)</li> <li>⇒ Meter Location Details (O)</li> <li>⇒ Gas Point Address Information (O)</li> <li>⇒ Read Cycle Information (M)</li> <li>⇒ Meter Read Information (M)</li> <li>⇒ End User Details (M)</li> </ul> <p>The mandatory fields are indicated by (M) above, optional fields are indicated by (O).</p>	G604N to Shipper
35	Shipper	<p>The Shipper receives the Registration Completion Notification message from the</p>	G604N from Transporter

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		Transporter.	
36 & 37	Transporter	If the request is for a PPM gas point, then the Transporter notifies PPM Service Provider of the new GPRN and Shipper details.	Instruction to PPM Service Provider
38	PPM Service Provider	The PPM Service Provider processes the instruction and makes them available for pick-up by End User via Outlet Network.	Instruction from Transporter
39 & 40	End User	When an End User vends, the Instructions are automatically uploaded to the Gas Card as part of the vending transactions. The End user inserts the Gas Card into the PPM after each vending transaction which automatically uploads any instructions on the Gas Card to the Meter and downloads acknowledgements to the Gas Card.  Acknowledgements received are sent back to PPM Service Provider as part of the vending transaction.	
41	PPM Service Provider	PPM Service Provider receives and processes the acknowledgements and sends to Transporter.	Acknowledgement Files to Transporter
42	Transporter	Transporter receives and processes the acknowledgement files.	Acknowledgement Files from PPM Service Provider

## 6. Supplementary Information

### Validation Rules

The validation criteria that will apply to G601RQ – Registration Request will include:

- ⇒ The specified Gas Point is recorded on the Gas Point Register (GPR)
- ⇒ The Mandatory fields are provided
- ⇒ The Vulnerable Customer Type is valid (if entered).
- ⇒ There is no Change of Shipper Request outstanding
- ⇒ The code in “Shipper ID” field is valid
- ⇒ The number of digits in GPRN is valid
- ⇒ The code in the “Site Works Type” field is valid
- ⇒ There is a value in the “Job Remarks/Access Info” field
- ⇒ There is a value in the “Contact Name” field
- ⇒ There is a numeric value in the “Contact Phone No.1” field
- ⇒ The “Site Works Type” is appropriate for the Gas Point Status
- ⇒ The reserved appointment ID is valid
- ⇒ The “reserved appointment date” is within the approved range (at least 30 days in the future from ‘today’)
- ⇒ This is not a duplicate record i.e. no similar Site Works activity outstanding

The following validation criteria will apply to the G605RQ – Cancellation of a Registration Request:

- ⇒ The code in “Shipper ID” field is valid
- ⇒ The number of digits in GPRN is valid
- ⇒ There is a meter on the GPRN
- ⇒ The GPRN is registered to the “Shipper ID”
- ⇒ The code in “Registration Reference Number” field is valid
- ⇒ The Registration message has not been processed

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### 4.2 Key Notes

- ⇒ When cancelling a Registration Request, the Shipper will need to reference the original Registration Request by including the “Registration Reference Number”.
- ⇒ Shippers will have the option of including their own reference number on market messages sent to the Transporter. The Transporter will quote this reference number back to the Shipper as part of all market messages sent to the Shipper, outlined in this market process document.
- ⇒ If the Shipper wants to cancel the Registration Request, the Shipper must send the Cancellation Registration Request message (G605RQ) before 1pm one day or more before the agreed appointment date.
- ⇒ If the Shipper attempts to cancel an appointment after 1pm on the day preceding the agreed appointment date, the Transporter will send a Rejection message (as per the Cancellation Request). The Shipper is then advised to contact the Transporters’ Call Centre to attempt to cancel the appointment manually.
- ⇒ Activities cancelled outside a minimum notice period will incur a cancellation charge. Registration requests must be cancelled before 1pm on the day prior to the appointment day.
- ⇒ Failure to complete Site Works (Fit Meter/Unlock) at the appointed time due to non-access, no cert, site not ready, etc. will result in creation of a Registration Completion Market Message (G604N) and application of appropriate Site Attendance Fee as outlined in the Operational Site Works Services Agreement. This will require that the Shipper creates a new Registration Request with new appointment details.
- ⇒ Where an Operational Site Works request is re-scheduled by the Transporter, the appointment will be re-arranged directly with the End User. The Shipper will be notified by an S1501N Appointments Re-Scheduling Notification market message which will include a reason code for re-scheduling. Please refer to *MPD15 – Management of Appointments Market Process* for more information.

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- ⇒ Shippers will need to use the Transport Extranet facility to reserve an appointment prior to the submission Registration Request (for Fit Meter or Unlock).
- ⇒ The Prepayment Meters will be shipped with a Gas Card, and initialisation of the Token will be done once the meter is fitted.
- ⇒ The End User can buy a new Gas Card from the outlets chain of the PPM Service Provider's Outlets after the completion of Unlock job (in relation to the Registration Request) at the premises.
- ⇒ 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 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 Registration is due to complete and the G604N message is due to be sent to the Shipper. G604N messages contain reads so rather than send reads to Shippers out of sequence the G604N will be held back until any reads on hold are sent to Shippers. The G604N would be sent automatically, immediately after the held read is released.