



## MHSP – Business Process Map – Version History

### MHSP-BPM-003 – Change of Service – Data Service – Forward Migration

Version	Description	Author	Date
0.1	Draft Forward Migration Change of Service – Data Service Process for industry consultation	MHHS Programme – Migration Design Team	13/02/2023
0.2	Updated Forward Migration Change of Service – Data Service Process following industry consultation	MHHS Programme – Migration Design Team	15/03/2023
0.3	Updated Forward Migration Change of Service – Data Service Process following Assurance meeting	MHHS Programme – Migration Design Team	24/03/2023
1.0	Baselined Forward Migration Change of Service – Data Service Process following approval at DAG	MHHS Programme – Migration Design Team	03/04/2023
1.1	MHHS-DIN-64, MHHS-DIN-95, MHHS-DIN-31	MHHS Programme – SI Design Team	02/06/2023
1.2	MHHS-DIN-281, MHHS-DIN-369	MHHS Programme – SI Design Team	29/06/2023
1.3	MHHS-DIN-495	MHHS Programme – SI Design Team	29/06/2023
1.4	MHHS-DIN-752	MHHS Programme – SI Design Team	15/03/2024

#### **Cover Note**

This document displays the Forward Migration Change of Service Provider – Data Service process. It has been based on the MHHS BAU Change of Service – Data Service process and any new, Migration-specific steps, are indicated in Green, whereas any steps that are not required as part of Migration are indicated in Red.

This process map should be read in parallel with the relevant BPD (MHHS BPD003 – Change of Service – Data Service (Forward Migration)) which provides more detail on each of the steps and the steps that have been removed.



# MHHS PROGRAMME MHSP – Business Process - Key

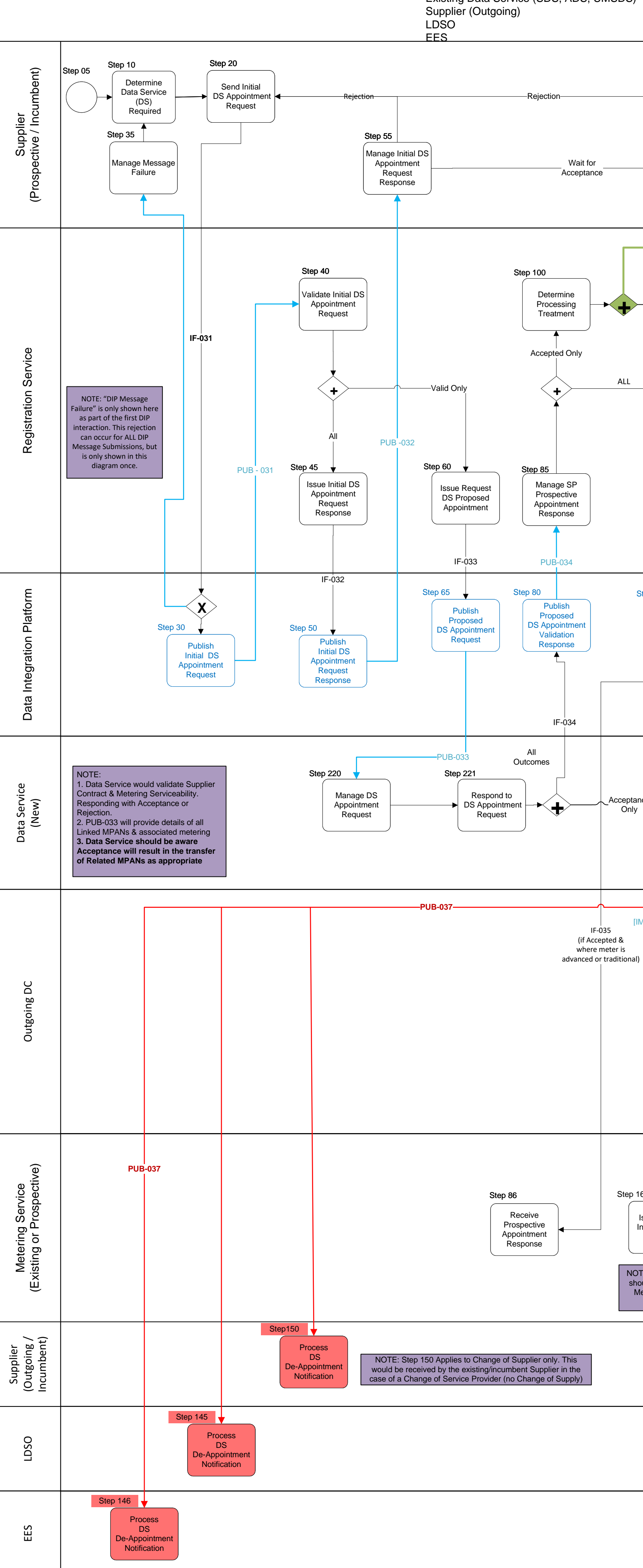
Industry-led, Elexon facilitated

Item	Description
	Process
Step 00 	Task
	Decision gateway
	Initiate multiple steps
	Collapsed sub-process
	Message
	Start BPM
	End BPM
	Sequence flow – Black = Process Step / Blue = DIP Output
	Message flow - Orange = 3 <sup>rd</sup> Party / Red = TBD

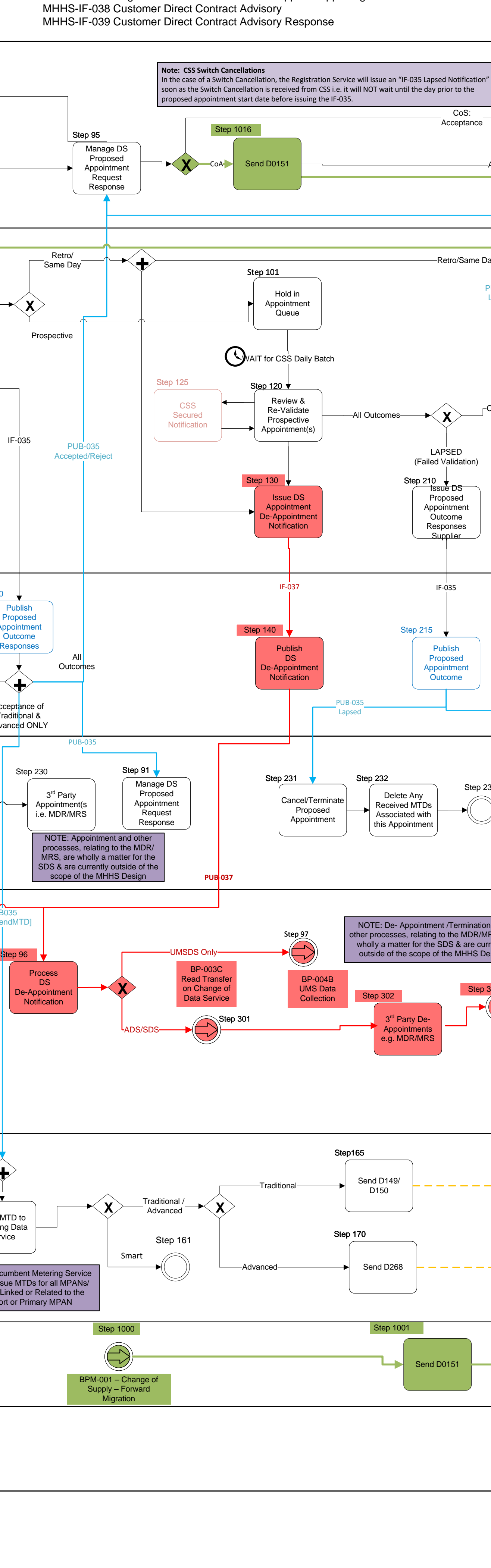
Colour Code	Description
	New step, required for migration only.
	BAU step not required for Migration

**MHSP-BPM-003 – Change of Service – Data Service – Forward Migration v1.3** Traditional Meters

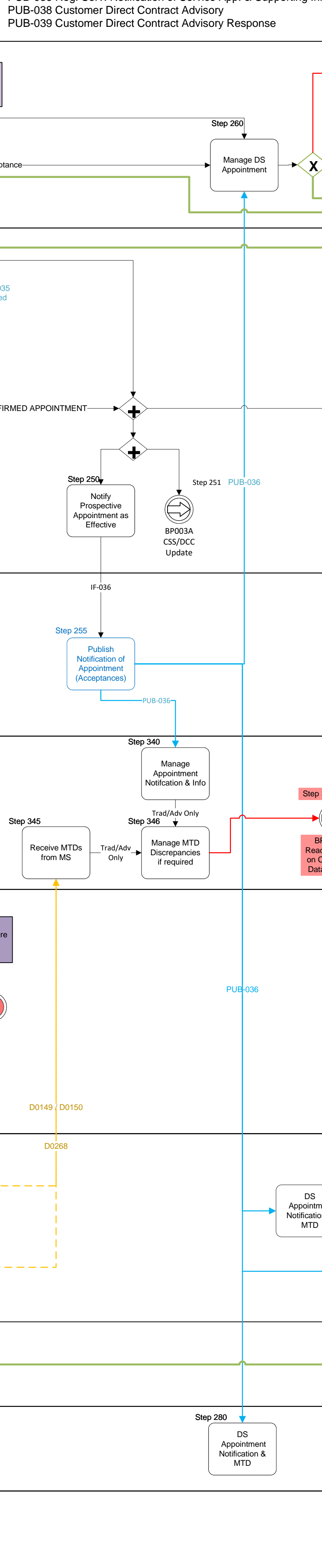
**Business Process Description**  
This BPM diagram describes the Forward Migration Change of Data Service Business Process. For a detailed description of each step in the BPM, please refer to the accompanying Business Process Descriptions [BPD] document for this Business Process.



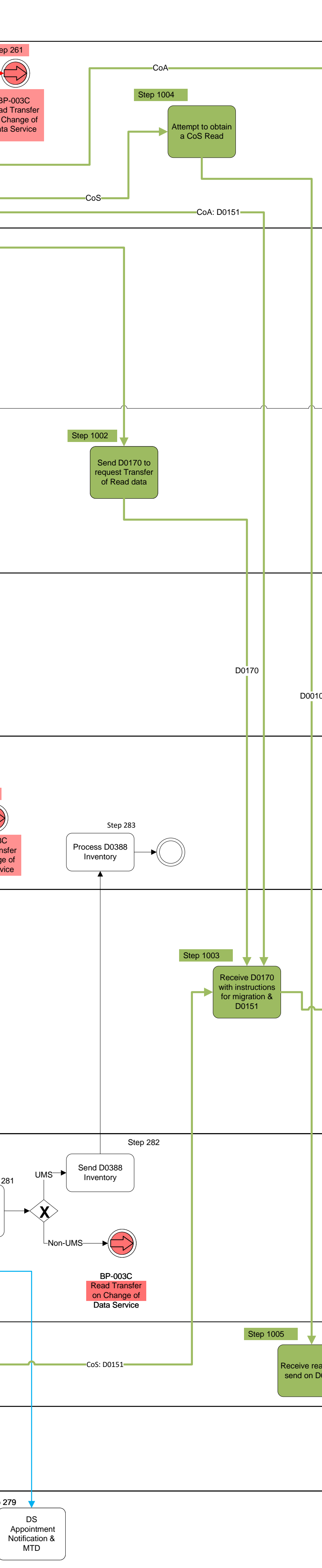
**Actors**  
Supplier (Prospective/Incumbent)  
Registration Service  
Data Integration Platform  
New Data Service (SDS, ADS, UMSDS)  
Metering Service (MSS, MSA, UMSSO)  
Existing Data Service (SDS, ADS, UMSDS)  
Supplier (Outgoing)  
LDSO  
EES



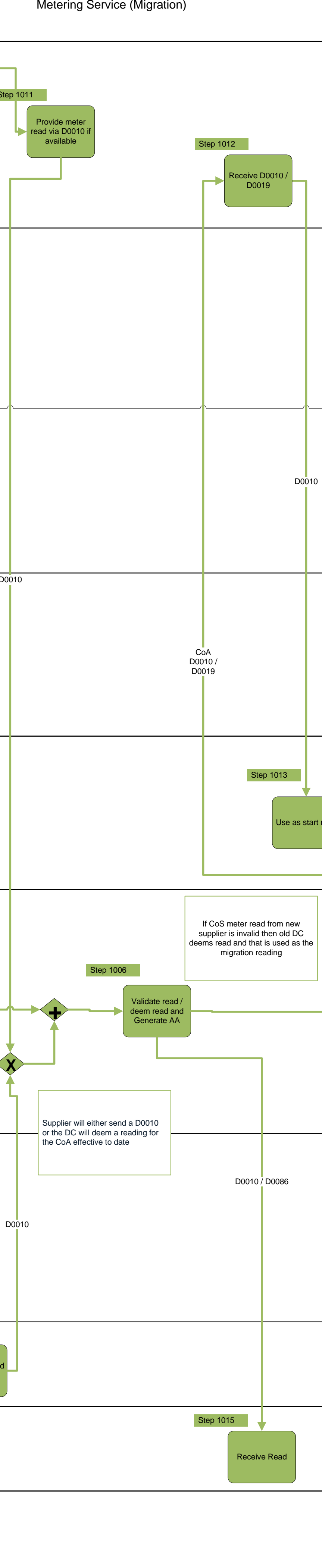
**MHHS Interfaces**  
MHHS-IF-031 Supplier Service Appointment Request  
MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request  
MHHS-IF-033 Registration Service Request for Service Appointment  
MHHS-IF-034 Service Provider Response to Appointment Request  
MHHS-IF-035 Registration Service Appointment Status Notification  
MHHS-IF-036 Reg. Serv. Notification of Service App. & Supporting Info  
MHHS-IF-038 Customer Direct Contract Advisory  
MHHS-IF-039 Customer Direct Contract Advisory Response



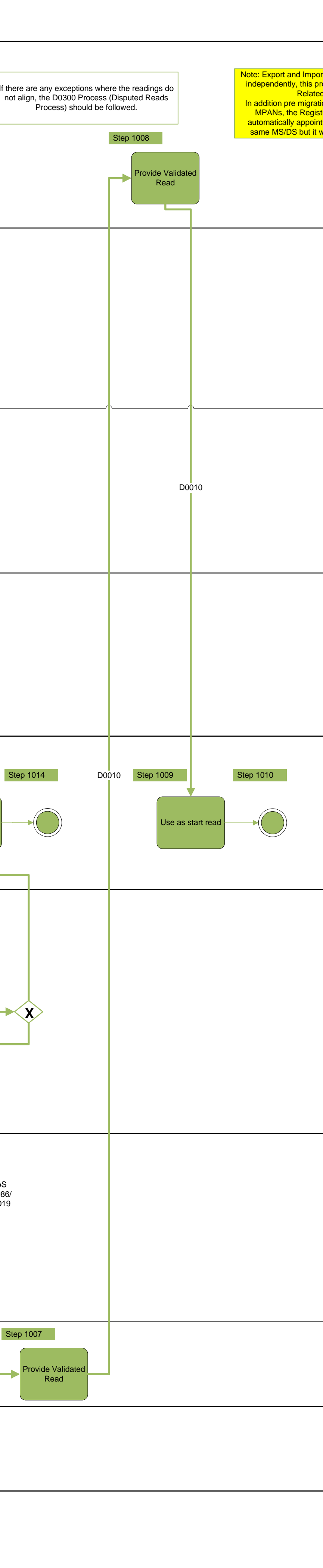
**Publication List**  
PUB-031 Supplier Service Appointment Request  
PUB-032 Reg. Serv. Response to Supplier Service App Request  
PUB-033 Registration Service Request for Service Appointment  
PUB-034 Service Provider Response to Appointment Request  
PUB-035 Registration Service Appointment Status Notification  
PUB-036 Reg. Serv. Notification of Service App. & Supporting Info  
PUB-038 Customer Direct Contract Advisory  
PUB-039 Customer Direct Contract Advisory Response



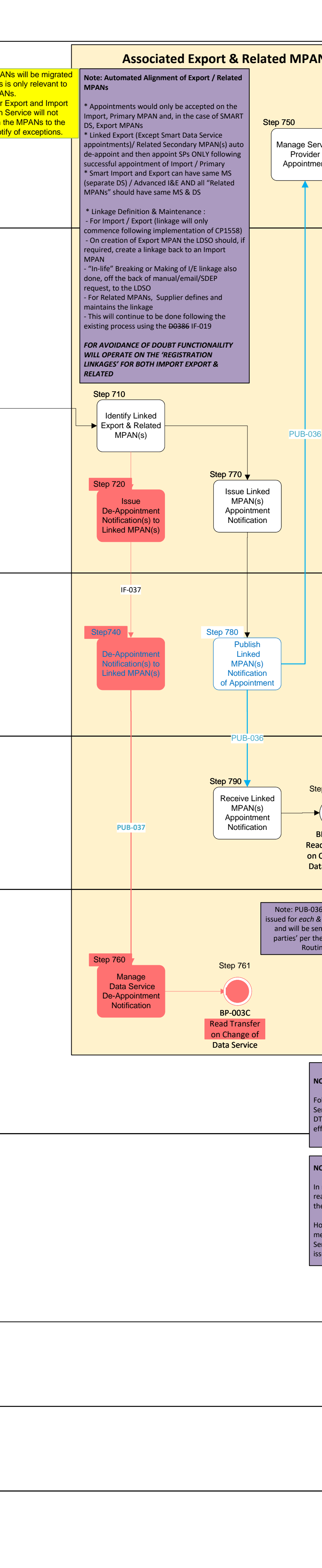
**BPM included as part of the process**  
MHHS-BP003A - CSS/DCC Update  
MHHS-BPM-002 - Change of Service – Metering Service (Migration)



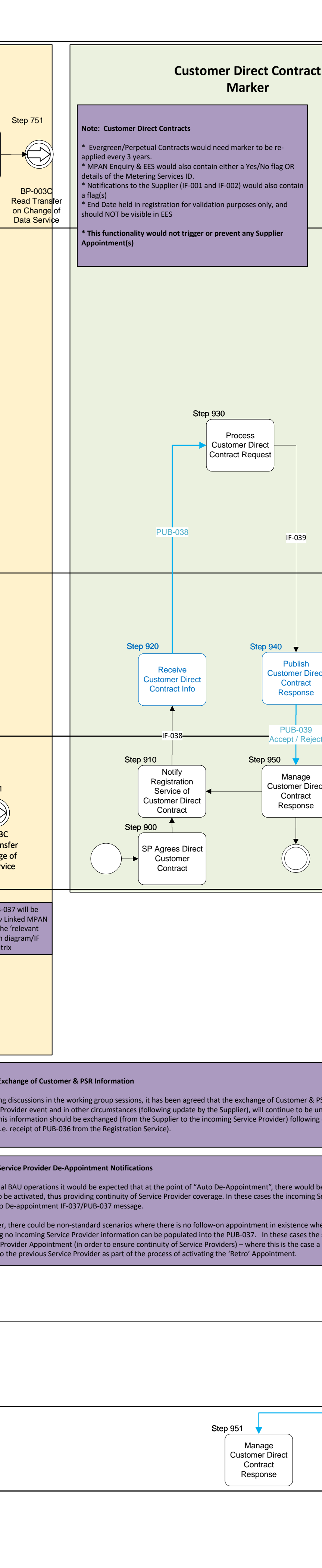
**BPM Entry**  
MHHS-BP001 - Change of Supply  
MHHS-BP007 - Disconnection  
MHHS-BP011 - Change of Market Segment  
MHHS-BPM-002 - Change of Service – Metering Service (Migration)



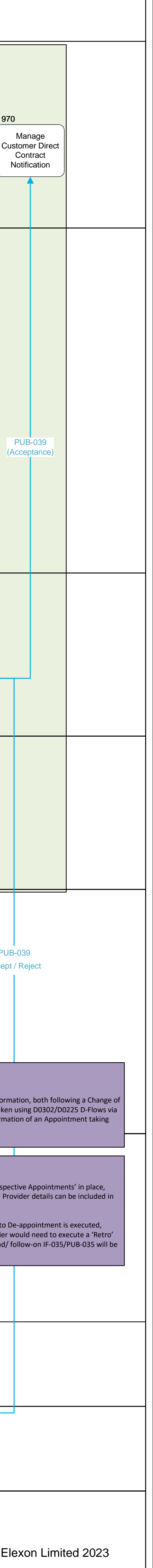
**Exit BPM**  
MHHS-BP-003C - Read Transfer on Change of Data Service  
MHHS-BP-004B - UMS Data Collection



**Associated Export & Related MPAN**  
\* Appointments would only be accepted on the Import Primary MPAN end, in the case of SMART DS, Export MPANs  
\* Linked Export (Except Smart Data Service appointments/ Related Secondary MPANs) auto de-appoint and then appoint SPs ONLY following successful appointment of Import / Primary  
\* Smart Import and Export can have same MS (separate DS) / Advanced I&E AND all 'Related MPANs' should have same MS & DS  
\* Linkage Definition & Maintenance :  
- For Import / Export (Linkage will only commence following implementation of CP1538)  
- On creation of Export MPAN the LDDO should, if required, create a linkage back to an Import MPAN  
- 'In-Site' Breaking or Making of I/E linkage also done off the back of manual/email/SOEP request to the LDDO  
- For Related MPANs, Supplier defines and maintains the linkage  
- This will continue to be done following the existing process using the 00386 IF-019  
**FOR AVOIDANCE OF DOUBT FUNCTIONALITY WILL OPERATE ON THE REGISTRATION LINKAGES FOR BOTH IMPORT EXPORT & RELATED**



**Customer Direct Contract Marker**  
\* Evergreen/Perpetual Contracts would need marker to be re-applied every 3 years.  
\* MPAN Enquiry & EES would also contain either a Yes/No flag OR details of the Metering Service ID.  
\* Notifications to the Supplier (IF-001 and IF-002) would also contain a flag.  
\* End Date held in registration for validation purposes only, and should NOT be visible in EES.  
**\* This functionality would not trigger or prevent any Supplier Appointment(s)**



**Business Process Description**  
This BPM diagram describes the Forward Migration 'Change of Data Service' Business Process. For a detailed description of each step in the BPM, please refer to the accompanying Business Process Descriptions [BPD] document for this Business Process.

**Actors**  
Supplier (Prospective/Incumbent)  
Registration Service  
Data Integration Platform  
New Data Service (SDS, ADS, UMSDS)  
Metering Service (MSS, MSA, UMSO)  
Existing Data Service (SDS, ADS, UMSDS)  
Supplier (Outgoing)  
LDSO  
EES

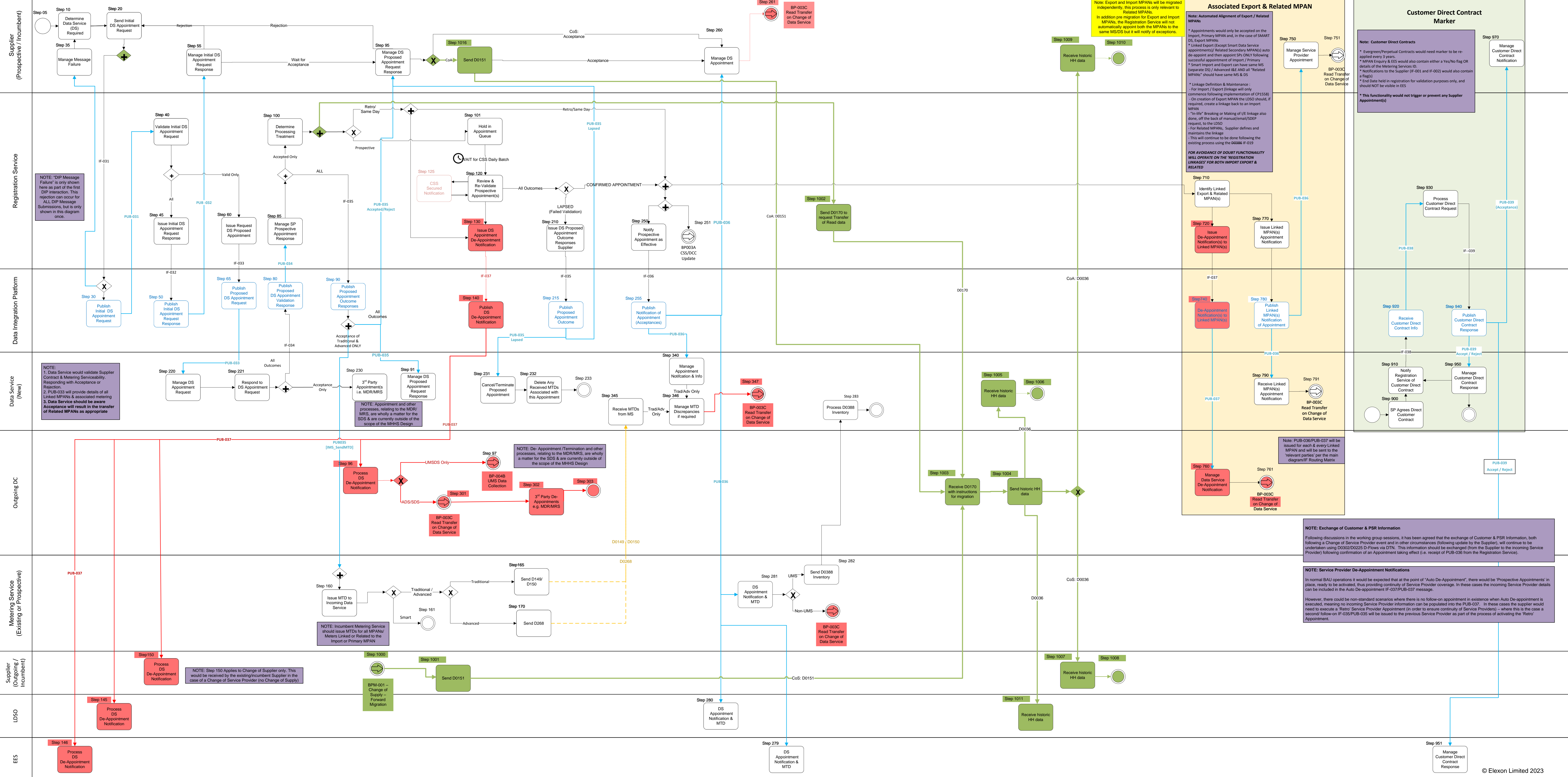
**MHHS Interfaces**  
MHHS-IF-031 Supplier Service Appointment Request  
MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request  
MHHS-IF-033 Registration Service Request for Service Appointment  
MHHS-IF-034 Service Provider Response to Appointment Request  
MHHS-IF-035 Registration Service Appointment Status Notification  
MHHS-IF-036 Reg. Serv. Notification of Service App. & Supporting Info  
MHHS-IF-038 Customer Direct Contract Advisory  
MHHS-IF-039 Customer Direct Contract Advisory Response

**Publication List**  
PUB-031 Supplier Service Appointment Request  
PUB-032 Reg. Serv. Response to Supplier Service App Request  
PUB-033 Registration Service Request for Service Appointment  
PUB-034 Service Provider Response to Appointment Request  
PUB-035 Registration Service Appointment Status Notification  
PUB-036 Reg. Serv. Notification of Service App. & Supporting Info  
PUB-038 Customer Direct Contract Advisory  
PUB-039 Customer Direct Contract Advisory Response

**BPM included as part of the process**  
MHHS-BP003A- CSS/DCC Update  
MHHS-BPM-001- Change of Supply (Migration)

**BPM Entry**  
MHHS-BP001-Change of Supply  
MHHS-BP007-Disconnection  
MHHS-BP011-Change of Market Segment  
MHHS-BPM-001- Change of Supply (Migration)

**Exit BPM**  
MHHS-BP003C-Transfer of Reads  
MHHS-BP004B – UMS Data Collection  
MHHS-BP003A- CSS/DCC Update



**Associated Export & Related MPAN**  
\* Appointments would only be accepted on the Import / Export (Except Smart Data Service appointments/ Related Secondary MPANs) auto de-appoint and then appoint SP ONLY following successful appointment of Import / Primary Smart Import and Export can have same MS (Separate DS / Advanced I&E AND all 'Related MPANs' should have same MS & DS)  
\* Linkage Definition & Maintenance :  
- For Import / Export (Linkage will only commence following implementation of C15158)  
- On creation of Export MPAN the LDSO should, if required, create a linkage back to an Import MPAN  
- 'In-Use' Breaking or Making of IE linkage also done, off the back of manual/email/SDEP requests, to the LDSO  
- For Related MPANs, Supplier defines and maintains the linkage  
- This will continue to be done following the existing process using the D0388 IF-019  
**FOR AVOIDANCE OF DOUBT FUNCTIONALITY WILL OPERATE ON THE REGISTRATION LINKAGES FOR BOTH IMPORT EXPORT & RELATED**

**Customer Direct Contract Marker**  
\* Evergreen/Perpetual Contracts would need marker to be re-applied every 3 years.  
\* MPAN Entry & EES would also contain either a Yes/No flag OR details of the Metering Services ID.  
\* Notifications to the Supplier (IF-003 and IF-002) would also contain a flag(s)  
\* End Date held in registration for validation purposes only, and should NOT be visible in EES  
\* This functionality would not trigger or prevent any Supplier Appointment(s)

**NOTE: Exchange of Customer & PSR Information**  
Following discussions in the working group sessions, it has been agreed that the exchange of Customer & PSR Information, both following a Change of Service Provider event and in other circumstances (following update by the Supplier), will continue to be undertaken using D0388/D0388 D-Flows via DTN. This information should be exchanged from the Supplier to the incoming Service Provider following confirmation of an Appointment taking effect (i.e. receipt of PUB-038 from the Registration Service).

**NOTE: Service Provider De-Appointment Notifications**  
In normal BAU operations it would be expected that at the point of 'Auto De-Appointment', there would be 'Prospective Appointments' in place, ready to be activated, thus providing continuity of Service Provider coverage. In these cases the incoming Service Provider details can be included in the Auto De-appointment IF-037/PUB-037 message.  
However, there could be non-standard scenarios where there is no follow-on appointment in existence when Auto De-appointment is executed, meaning no incoming Service Provider information can be populated into the PUB-037. In these cases the supplier would need to ensure a 'Retro' Service Provider Appointment (in order to ensure continuity of Service Provider) - where this is the case a second follow-on IF-035/PUB-035 will be issued to the previous Service Provider as part of the process of activating the 'Retro' Appointment.

**Business Process Description**  
This BPM diagram describes the Forward Migration 'Change of Data Service' Business Process. For a detailed description of each step in the BPM, please refer to the accompanying Business Process Descriptions [BPD] document for this Business Process.

**Actors**  
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New Data Service (SDS, ADS, UMSDS)  
Metering Service (MSS, MSA, UMSO)  
Existing Data Service (SDS, ADS, UMSDS)  
Supplier (Outgoing)  
LDSO  
EES

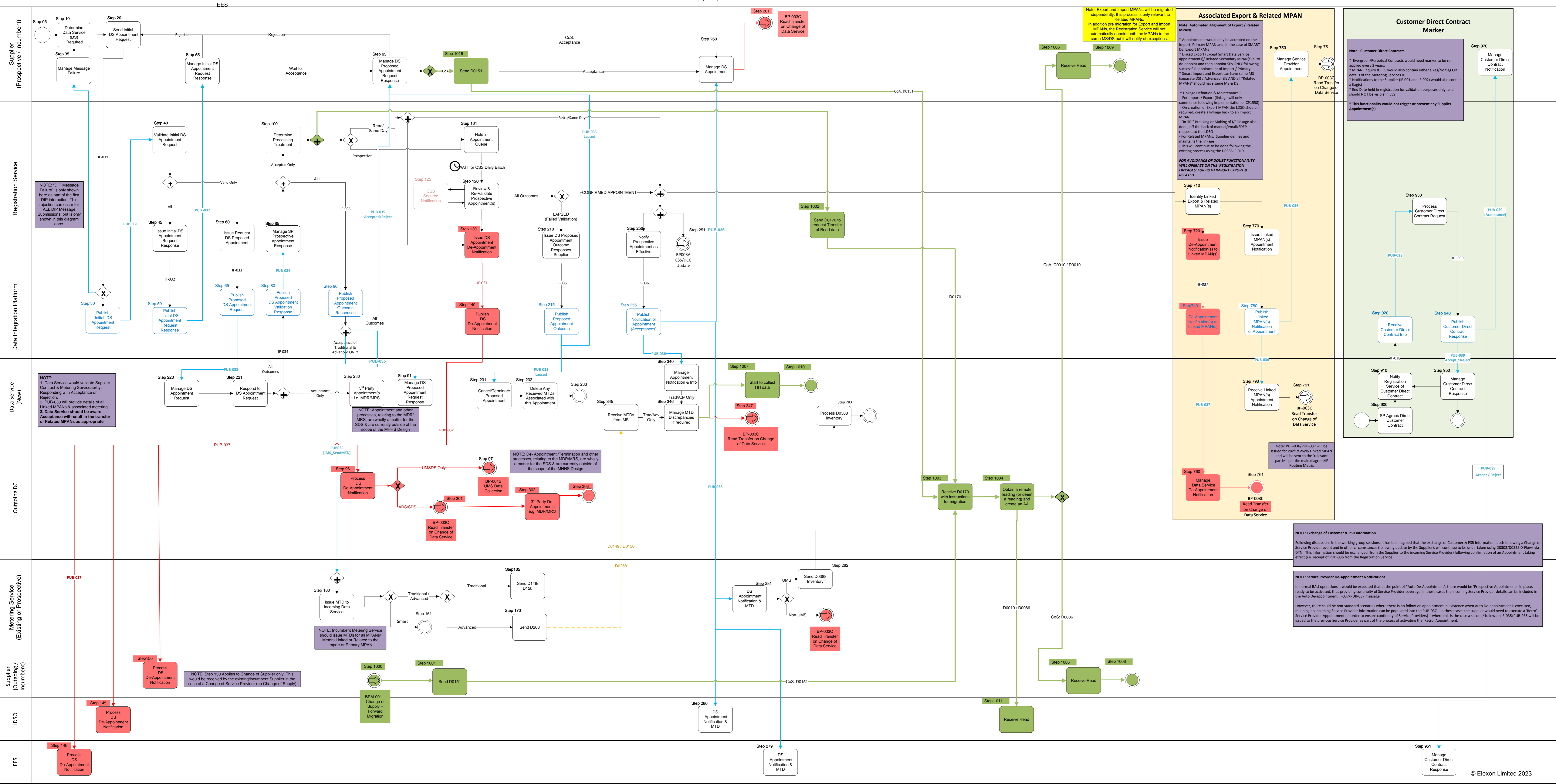
**MHHS Interfaces**  
MHHS-IF-031 Supplier Service Appointment Request  
MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request  
MHHS-IF-033 Registration Service Request for Service Appointment  
MHHS-IF-034 Service Provider Response to Appointment Request  
MHHS-IF-035 Registration Service Appointment Status Notification  
MHHS-IF-036 Reg. Serv. Notification of Service App. & Supporting Info  
MHHS-IF-038 Customer Direct Contract Advisory Response  
MHHS-IF-039 Customer Direct Contract Advisory Response

**Publication List**  
PUB-031 Supplier Service Appointment Request  
PUB-032 Reg. Serv. Response to Supplier Service App Request  
PUB-033 Registration Service Request for Service Appointment  
PUB-034 Service Provider Response to Appointment Request  
PUB-035 Registration Service Appointment Status Notification  
PUB-036 Reg. Serv. Notification of Service App. & Supporting Info  
PUB-038 Customer Direct Contract Advisory Response  
PUB-039 Customer Direct Contract Advisory Response

**BPM included as part of the process**  
MHHS-BP003A- CSS/DCC Update  
MHHS-BPM-001- Change of Supply (Migration)

**BPM Entry**  
MHHS-BP001-Change of Supply  
MHHS-BP007-Disconnection  
MHHS-BP011-Change of Market Segment  
MHHS-BPM-001- Change of Supply (Migration)

**Exit BPM**  
MHHS-BP003C-Transfer of Reads  
MHHS-BP004B – UMS Data Collection  
MHHS-BP003A- CSS/DCC Update



**Business Process Description**  
This BPM diagram describes the Forward Migration 'Change of Data Service' Business Process. For a detailed description of each step in the BPM, please refer to the accompanying Business Process Descriptions (BPD) document for this Business Process.

**Actors**  
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Data Integration Platform  
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Existing Data Service (SDS, ADS, UMSDS)  
Supplier (Outgoing)  
LDSO  
EES

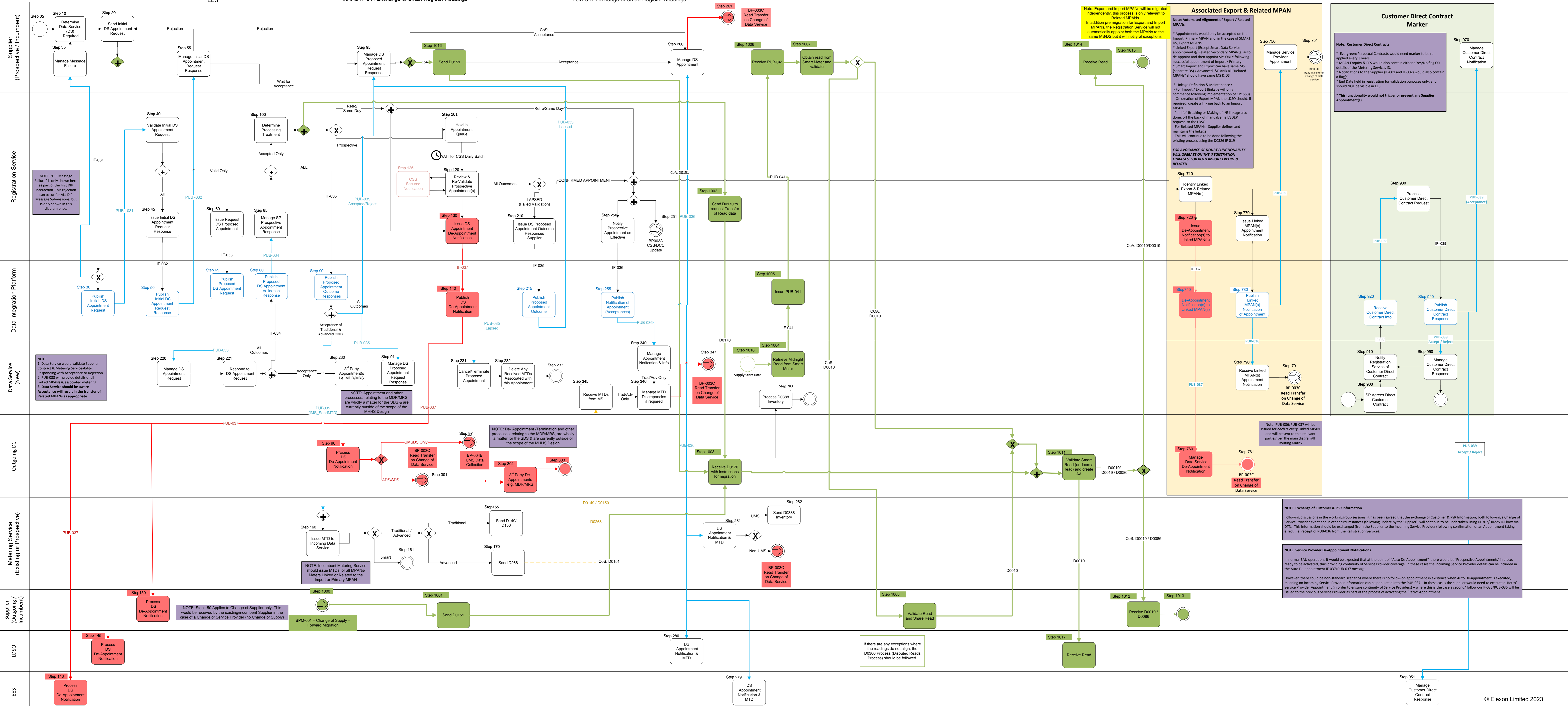
**MHHS Interfaces**  
MHHS-IF-031 Supplier Service Appointment Request  
MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request  
MHHS-IF-033 Registration Service Request for Service Appointment  
MHHS-IF-034 Service Provider Response to Appointment Request  
MHHS-IF-035 Registration Service Appointment Status Notification  
MHHS-IF-036 Reg. Serv. Notification of Service App. & Supporting Info  
MHHS-IF-038 Customer Direct Contract Advisory  
MHHS-IF-039 Customer Direct Contract Advisory Response  
MHHS-IF-041 Exchange of Smart Register Readings

**Publication List**  
PUB-021 Supplier Service Appointment Request  
PUB-032 Reg. Serv. Response to Supplier Service App Request  
PUB-033 Registration Service Request for Service Appointment  
PUB-034 Service Provider Response to Appointment Request  
PUB-035 Registration Service Appointment Status Notification  
PUB-036 Reg. Serv. Notification of Service App. & Supporting Info  
PUB-038 Customer Direct Contract Advisory  
PUB-039 Customer Direct Contract Advisory Response  
PUB-041 Exchange of Smart Register Readings

**BPM included as part of the process**  
MHHS-BP003A- CSS/DCC Update  
MHHS-BPM-001- Change of Supply (Migration)

**BPM Entry**  
MHHS-BP001-Change of Supply  
MHHS-BP007-Disconnection  
MHHS-BP011-Change of Market Segment (Migration)

**Exit BPM**  
MHHS-BP003C-Transfer of Reads  
MHHS-BP004B – UMS Data Collection



**Associated Export & Related MPAN**

Note: Automated Alignment of Export / Related MPANs

- \* Appointments would only be accepted on the import, Primary MPAN and, in the case of SMART DS, Export MPANs
- \* Linked Export (Except Smart Data Service appointments)/Related Secondary MPAN(s) auto de-appoint and then appoint SPs ONLY following successful appointment of import / Primary
- \* Smart Import and Export can have same MS (separate DS) / Advanced I&E AND all "Related MPANs" should have same MS & DS
- \* Linkage Definition & Maintenance:
  - For Import / Export Linkage will only commence following implementation of CP1558
  - On creation of Export MPAN the LDSO should, if required, create a linkage back to an import MPAN
  - "In-Use" Breaking or Making of I/E linkage also done, off the back of manual/semi-DEEP request, to the LDSO
  - For Related MPANs, Supplier defines and maintains the linkage
  - This will continue to be done following the existing process using the 0046-IF-019

FOR AVOIDANCE OF DOUBT FUNCTIONALITY WILL OPERATE ON THE 'REGISTRATION LINKAGES' FOR BOTH IMPORT EXPORT & RELATED

Step 710 Identify Linked Export & Related MPAN(s)

Step 720 Issue De-Appointment Notification(s) to Linked MPAN(s)

Step 730 Issue Linked MPAN(s) Appointment Notification

Step 740 Publish Linked MPAN(s) Notification of Appointment

Step 750 Manage Service Appointment

Step 760 Manage Data Service De-Appointment Notification

Step 770 Receive Linked MPAN(s) Appointment Notification

Step 780 BP-003C Read Transfer on Change of Data Service

Step 790 Receive Linked MPAN(s) Appointment Notification

Step 791 BP-003C Read Transfer on Change of Data Service

**Customer Direct Contract Marker**

Note: Customer Direct Contracts

- \* Evergreen/Perpetual Contracts would need marker to be re-applied every 3 years
- \* MPAN Enquiry & EEs would also contain either a Yes/No flag OR details of the Metering Service ID
- \* Notifications to the Supplier (IF-031 and IF-002) would also contain a flag(s)
- \* End Date held in registration for validation purposes only, and should NOT be visible in EES

\* This functionality would not trigger or prevent any Supplier Appointment(s)

Step 970 Manage Customer Direct Contract Notification

Step 930 Process Customer Direct Contract Request

Step 940 Publish Customer Direct Contract Response

Step 950 Manage Customer Direct Contract Response

Step 960 Notify Registration Service of Customer Direct Contract

Step 970 SP Agrees Direct Customer Contract

Step 980 Receive Customer Direct Contract Info

Step 990 Publish Customer Direct Contract Response

**NOTE: Exchange of Customer & PSR Information**

Following discussions in the working group sessions, it has been agreed that the exchange of Customer & PSR information, both following a Change of Service Provider event and in other circumstances (following update by the Supplier), will continue to be undertaken using D0302/D0025 D-Flows via DTN. This information should be exchanged from the Supplier to the incoming Service Provider following confirmation of an Appointment taking effect (i.e. receipt of PUB-036 from the Registration Service).

**NOTE: Service Provider De-Appointment Notifications**

In normal BAU operations it would be expected that at the point of "Auto De-Appointment", there would be "Prospective Appointments" in place, ready to be activated, thus providing continuity of Service Provider coverage. In these cases the incoming Service Provider details can be included in the Auto De-Appointment IF-037/PUB-037 message.

However, there could be non-standard scenarios where there is no follow-on appointment in existence when Auto De-appointment is executed, meaning no incoming Service Provider information can be populated into the PUB-037. In these cases the supplier would need to execute a 'Retro' Service Provider Appointment (in order to ensure continuity of Service Provider) - where this is the case a second/follow-on IF-035/PUB-035 will be issued to the previous Service Provider as part of the process of activating the 'Retro' Appointment.