
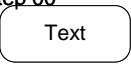












<b>Version</b>	<b>Description</b>	<b>Author</b>	<b>Date</b>
0.01	First draft based on AWG Consultation Documentation	MHHS Programme	23/09/2021
0.02	Updates following Design Team Reviews	MHHS Programme	04/11/2021
0.04	Updated for following further internal reviews	MHHS Design Team	02/03/2022
0.05	Issued for WG Review	MHHS Design Team	07/03/2022
1.00	Issued for BPRWG Review	MHHS Design Team	31/03/2022
2.0	Issued for BPRWG Review / DAG Review	MHHS Design Team	11/05/2022
3.0	Issued for T4 Review	MHHS Design Team	05/08/22
3.5	Issued for Industry Review	MHHS Design Team	14/10/22
4.0	Baselined DAG Approval	MHHS Design Team	31/10/22
4.5	issued for M5 Work Off Plan assurance review	MHHS Design Team	16/12/22
4.6	issued for M5 Work Off Plan approval	MHHS Design Team	20/01/23
4.7	Updates from BPRWG feedback	MHHS Design Team	31/01/23
5.0	DAG Baseline	MHHS Design Team	16/02/2023
5.1	MHHS-DIN-64, MHHS-DIN-95, MHHS-DIN-31	MHHS Design Team	03/04/2023
5.2	MHHS-DIN-281, MHHS-DIN-369	MHHS Design Team	20/06/2023
5.3	MHHS-DIN-495	MHHS Design Team	12/07/23
5.4	MHHS-DIN-338, MHHS-DIN-605, MHHS-DIN-608	MHHS Design Team	14/09/23



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

MHSP-BP-003 – Change of Service – Data Service – v5.4

**Business Process Description**  
This BPM diagram describes the '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, UMDS)  
Metering Service (MSS, MSA, UMSS)  
Existing Data Service (SDS, ADS, UMSS)  
Supplier (Outgoing)  
LDSO  
EES

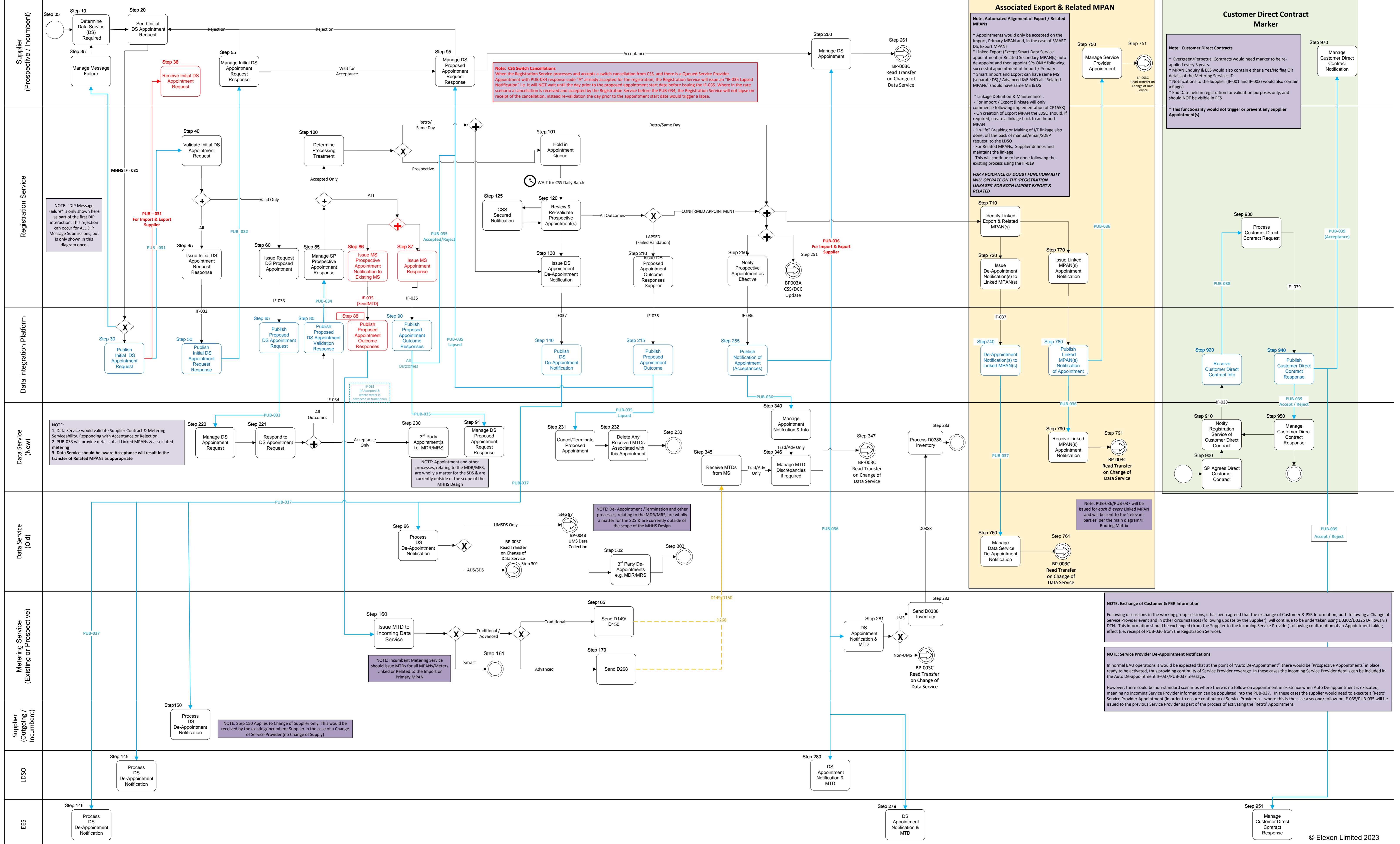
**MHHS Interfaces**  
MHHS-IF-031 Supplier Service Appointment Request  
MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request  
MHHS-IF-033 Registration Service Request for Service Appointment  
MHHS-IF-034 Service Provider Response to Appointment Request  
MHHS-IF-035 Registration Service Appointment Status Notification  
MHHS-IF-036 Reg. Serv. Notification of Service App. & Supporting Info  
MHHS-IF-037 Registration Service Notification of Service De-Appointment  
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-037 Registration Service Notification of Service De-Appointment  
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

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

**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-life" Breaking or Making of I/E linkage also done, off the back of manual/email/SDEP 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 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 770 Issue Linked MPAN(s) Appointment Notification

Step 790 Receive Linked MPAN(s) Appointment Notification

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

Step 760 Manage Data Service De-Appointment Notification

Step 761 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-001 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 910 Notify Registration Service of Customer Direct Contract

Step 950 Manage Customer Direct Contract Response

Step 900 SP Agrees Direct Customer Contract

**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/D0225 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 Providers) - 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.