MHHSP – Business Process – Version History
MHHSP-BPM003- Change of Service Provider – Data Service

Version	Description	Author	Date
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

MHHS PROGRAMME
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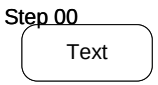
MHHSP – Business Process - Key

Item	Description
	Process
	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 = 3rd Party / Red = TBD

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

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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,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-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

Supplier (Prospective / Incumbent)
Registration Service
Data Integration Platform
Data Service (New)
Data Service (Old)
Metering Service (Existing or Prospective)
Supplier (Outgoing / Incumbent)
LDSO
EES

Step 05
Step 10 Determine Data Service (DS) Required
Step 20 Send Initial DS Appointment Request
Rejection
Rejection
Step 35 Manage Message Failure
Step 36 Receive Initial DS Appointment Request
Step 55 Manage Initial DS Appointment Request Response
Wait for Acceptance
Step 95 Manage DS Proposed Appointment Request Response
Acceptance
Step 260 Manage DS Appointment
Step 261 BP-003C Read Transfer on Change of Data Service

Note: CSS Switch Cancellations
When the Registration Service processes and accepts a switch cancellation from CSS, and there is a Queued Service Provider Appointment with PUB-034 response code "A" already accepted for the registration, the Registration Service will issue an "IF-035 Lapsed Notification" i.e. it will NOT wait until the day prior to the proposed appointment start date before issuing the IF-035. Where in the rare scenario a cancellation is received and accepted by the Registration Service before the PUB-034, the Registration Service will not lapse on receipt of the cancellation, instead re-validation the day prior to the appointment start date would trigger a lapse.

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 750 Manage Service Provider Appointment
Step 751 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 Services 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

NOTE: "DIP Message Failure" is only shown here as part of the first DIP interaction. This rejection can occur for ALL DIP Message Submissions, but is only shown in this diagram once.

MHHS IF - 031
PUB - 031 For Import & Export Supplier
PUB -032
PUB - 031

Step 40 Validate Initial DS Appointment Request
Valid Only
All
Step 45 Issue Initial DS Appointment Request Response
Step 100 Determine Processing Treatment
Retro/ Same Day
Prospective
Accepted Only
ALL
Step 60 Issue Request DS Proposed Appointment
Step 85 Manage SP Prospective Appointment Response
Step 86 Issue MS Prospective Appointment Notification to Existing MS
Step 87 Issue MS Appointment Response
PUB-035 Accepted/Reject
IF-033
PUB-034
IF-035 [SendMTD]
IF-035
IF-032

Step 101 Hold in Appointment Queue
Retro/Same Day
WAIT for CSS Daily Batch
Step 125 CSS Secured Notification
Step 120 Review & Re-Validate Prospective Appointment(s)
All Outcomes
CONFIRMED APPOINTMENT
LAPSED (Failed Validation)
Step 130 Issue DS Appointment De-Appointment Notification
Step 210 Issue DS Proposed Appointment Outcome Responses Supplier
Step 250 Notify Prospective Appointment as Effective
Step 251 BP003A CSS/DCC Update
PUB-036 For Import & Export Supplier

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
PUB-036

Step 930 Process Customer Direct Contract Request
PUB-039 (Acceptance)
PUB-038
IF-039

Step 30 Publish Initial DS Appointment Request
Step 50 Publish Initial DS Appointment Request Response
Step 65 Publish Proposed DS Appointment Request
Step 80 Publish Proposed DS Appointment Validation Response
Step 88 Publish Proposed Appointment Outcome Responses
Step 90 Publish Proposed Appointment Outcome Responses
PUB-035 Lapsed
All Outcomes
IF-035 (if Accepted & where meter is advanced or traditional)
IF-034
IF037
IF-035
IF-036
Step 140 Publish DS De-Appointment Notification
Step 215 Publish Proposed Appointment Outcome
Step 255 Publish Notification of Appointment (Acceptances)
PUB-036

IF-037
Step740 De-Appointment Notification(s) to Linked MPAN(s)
Step 780 Publish Linked MPAN(s) Notification of Appointment
PUB-036

Step 920 Receive Customer Direct Contract Info
Step 940 Publish Customer Direct Contract Response
PUB-039 Accept / Reject
IF-038
Step 910 Notify Registration Service of Customer Direct Contract
Step 950 Manage Customer Direct Contract Response
Step 900 SP Agrees Direct Customer Contract

NOTE:
1. Data Service would validate Supplier Contract & Metering Serviceability. Responding with Acceptance or Rejection.
2. PUB-033 will provide details of all Linked MPANs & associated metering
3. Data Service should be aware Acceptance will result in the transfer of Related MPANs as appropriate

Step 220 Manage DS Appointment Request
PUB-033
Step 221 Respond to DS Appointment Request
All Outcomes
Acceptance Only
Step 230 3rd Party Appointment(s i.e. MDR/MRS
Step 91 Manage DS Proposed Appointment Request Response
PUB-035 Lapsed
NOTE: Appointment and other processes, relating to the MDR/MRS, are wholly a matter for the SDS & are currently outside of the scope of the MHHS Design

Step 231 Cancel/Terminate Proposed Appointment
Step 232 Delete Any Received MTDs Associated with this Appointment
Step 233
Step 340 Manage Appointment Notifcation & Info
Trad/Adv Only
Step 345 Receive MTDs from MS
Trad/Adv Only
Step 346 Manage MTD Discrepancies if required
Step 347 BP-003C Read Transfer on Change of Data Service
Step 283 Process D0388 Inventory
D0388

Step 790 Receive Linked MPAN(s) Appointment Notification
Step 791 BP-003C Read Transfer on Change of Data Service
PUB-037

Note: PUB-036/PUB-037 will be issued for *each & every* Linked MPAN and will be sent to the 'relevant parties' per the main diagram/IF Routing Matrix

PUB-037
PUB-036
PUB-039 Accept / Reject

Step 96 Process DS De-Appointment Notification
UMSDS Only
Step 97 BP-004B UMS Data Collection
ADS/SDS
BP-003C Read Transfer on Change of Data Service
Step 301
Step 302 3rd Party De-Appointments e.g. MDR/MRS
Step 303

NOTE: De- Appointment /Termination and other processes, relating to the MDR/MRS, are wholly a matter for the SDS & are currently outside of the scope of the MHHS Design

Step 760 Manage Data Service De-Appointment Notification
Step 761 BP-003C Read Transfer on Change of Data Service

D149/D150
D268

Step 160 Issue MTD to Incoming Data Service
Traditional / Advanced
Traditional
Step165 Send D149/ D150
Smart
Step 161
Advanced
Step 170 Send D268

NOTE: Incumbent Metering Service should issue MTDs for all MPANs/Meters Linked or Related to the Import or Primary MPAN

Step 281 DS Appointment Notification & MTD
Step 282 Send D0388 Inventory
UMS
Non-UMS
BP-003C Read Transfer on Change of Data Service

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.

Step150 Process DS De-Appointment Notification

NOTE: Step 150 Applies to Change of Supplier only. This would be received by the existing/incumbent Supplier in the case of a Change of Service Provider (no Change of Supply)

Step 145 Process DS De-Appointment Notification

Step 280 DS Appointment Notification & MTD

Step 146 Process DS De-Appointment Notification

Step 279 DS Appointment Notification & MTD

Step 951 Manage Customer Direct Contract Response

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