MHHSP – Business Process – Version History
NHHSP-BPM00C- Transfer of Reads on Change of Data Service

Version	Description	Author	Date
1.01	Spilt out of BP003 Data Services Map	MHHS Programme	20/04/22
2.00	Review by BPRWG / DAG	MHHS Programme	11/05/22
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
5.0	DAG Baseline	MHHS Design Team	16/02/23
5.1	MHHS-DIN-99, MHHS-DIN-259, MHHS-DIN-382	MHHS Design Team	21/06/23

MHHS PROGRAMME
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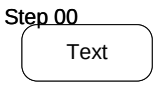
MHHSP – Business Process - Key

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-003C – Transfer of Reads- Change of Data Service – v5.1

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Business Process Description
This BPM diagram describes the process whereby the Data Services will obtain COS and Change of Service Readings via the DCC.

Actors
New Data Service
Old Data Service
DIP
New Supplier
Old Supplier (if Applicable)

MHHS Interfaces
IF-041 Cumulative Meter Reading
IF-015 Request Consumption History

Publication List
PUB-041 Cumulative Meter Reading
PUB-016 Consumption History Replay

BPM included as part of the process

BPM Entry
BP-001 Change of Supplier
BP-003 Change of Data Service

Exit BPM
BP-004 – Data Collection
BP-005 - Data Processing

NOTE: Smart Meters

All parties will utilise their own recovered actual data as the default position, except the incoming supplier who should ensure that there is consistency, with a sensible tolerance, between:
- any actual data they may have recovered;
- the cumulative actual/estimate provided by the outgoing SDS;
- the register level data provided by outgoing Supplier.

The incoming supplier should initiate the D0300 process if there is any concern around the consistency of reading(s)/consumptions available to him.
The Design *does not seek to constrain* at what point the incoming supplier can 'reconfigure' the meter, following SSD.

Working Group took the decision that exchange of COR readings for Smart Meters should not be represented on this process map. However, if I supplier wishes to exchange COR Cumulative Reading(s) with another supplier using IF-041 the design does not prevent this. The sending supplier would need to issue the IF-041 referencing the receiving supplier's DIPID in the primary routing field. [DIN-382]

For the avoidance of doubt, the exchange of Meter Readings/Consumption History is not required for UMS MPANs.

NOTE: the De-Appointed / Outgoing Smart Data Service

The process shown here follows the pattern of De-Appointment following a Change of Supplier, and involves the outgoing SDS sending reading(s) to both the Outgoing and Incoming Supplier. The issuing of reading(s) *will still be required* in circumstances of a Change of Smart Data Service only. However, obviously in this instance there is only a single supplier involved in the process.

It is considered incredibly unlikely that the outgoing SDS would create a Cumulative Estimate (step 105) with which their 'partner' supplier disagrees. Should this be the case the Supplier should *immediately* investigate this with their SDS prior to further processing the reading(s); especially in the case of Change of Supplier where there is an expectation that the [outgoing] supplier would forward that reading on (step 80) to the incoming Supplier.

In all cases where the outgoing SDS fails to issue an either an actual or estimated Cumulative Read within 6 days of the Change of Data Service (ie the 5+1 days prior to Step 105) – the Supplier should escalate this urgently with the SDS Performance Management Team. This should be supported by the incoming supplier issuing a D0300 for the missing flow.

NOTE: Traditional Meters

Customer Own Readings – acceptance that CORs play a key role in the Change of Supplier process (c3.5m per annum). The incoming Supplier would have 5wd in order to submit a validated Customer own reading, & have it further validated by the Old Supplier. IF the old supplier is unhappy with the reading provided it would not forward this on to the outgoing SDS and the D0300 process would need to be initiated by the New Supplier if required.

SDS' should consider waiting until SSD+6wd before commencing estimation activity on traditional meters. However, if estimation has already begun then this must be re-estimated/adjusted following the SDS' receipt of a COR/Actual Read.

Planned 'On-Site' Actual Readings – these would be treated in the same way as COR's above.

NOTE: Transfer of Reading in the case of Change of Data Service Only (i.e. No Change of Supplier)

The incumbent Supplier will need to issue a Meter Reading(s) using D0010/IF-041, as appropriate to both the outgoing and incoming Data Service (i.e. perform the actions of both the Outgoing and incoming Supplier as described in the process map above).

NOTE: Advanced Sites

Comms Failure / No On-Site Comms – in these situations it is anticipated that the ADS would need to arrange for a site visit to enable data stored on the Meter to be recovered/downloaded manually.

DIP Consumption Replay – the DIP is not a relational database. The provision of consumption history will leverage the DIP'S Replay functionality, and will send ALL consumption records held against an MPAN (actuals, estimates & Defaults). The ADS will be able to 're-construct' the correct submission history and thereby identify the 'latest' consumption record for a given Settlement Period using the included original Sender Timestamps.

Consumption Replay functionality will *only* be enabled for Advanced Data Services, and only for MPANs to which the ADS is *currently* appointed to.

Agreement of Readings – the MHHS Design does not propose any changes to the way in which, when required, Read(s) are mutually agreed between Commercial Suppliers.

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MHHSP-BP-003D – Agreed Reads Process – v5.0

Business Process Description
This BPM diagram describes the process whereby the Data Services will obtain COS and Change of Service Readings via the DCC.

Actors
New Data Service
Old Data Service
DIP
New Supplier
Old Supplier

MHHS Interfaces
IF-041 Cumulative Meter Reading

Publication List
PUB-041 Cumulative Meter Reading

BPM included as part of the process

BPM Entry
BP-003C Exchange of Data following Change of Data Service

Exit BPM
BP-005 Data Processing

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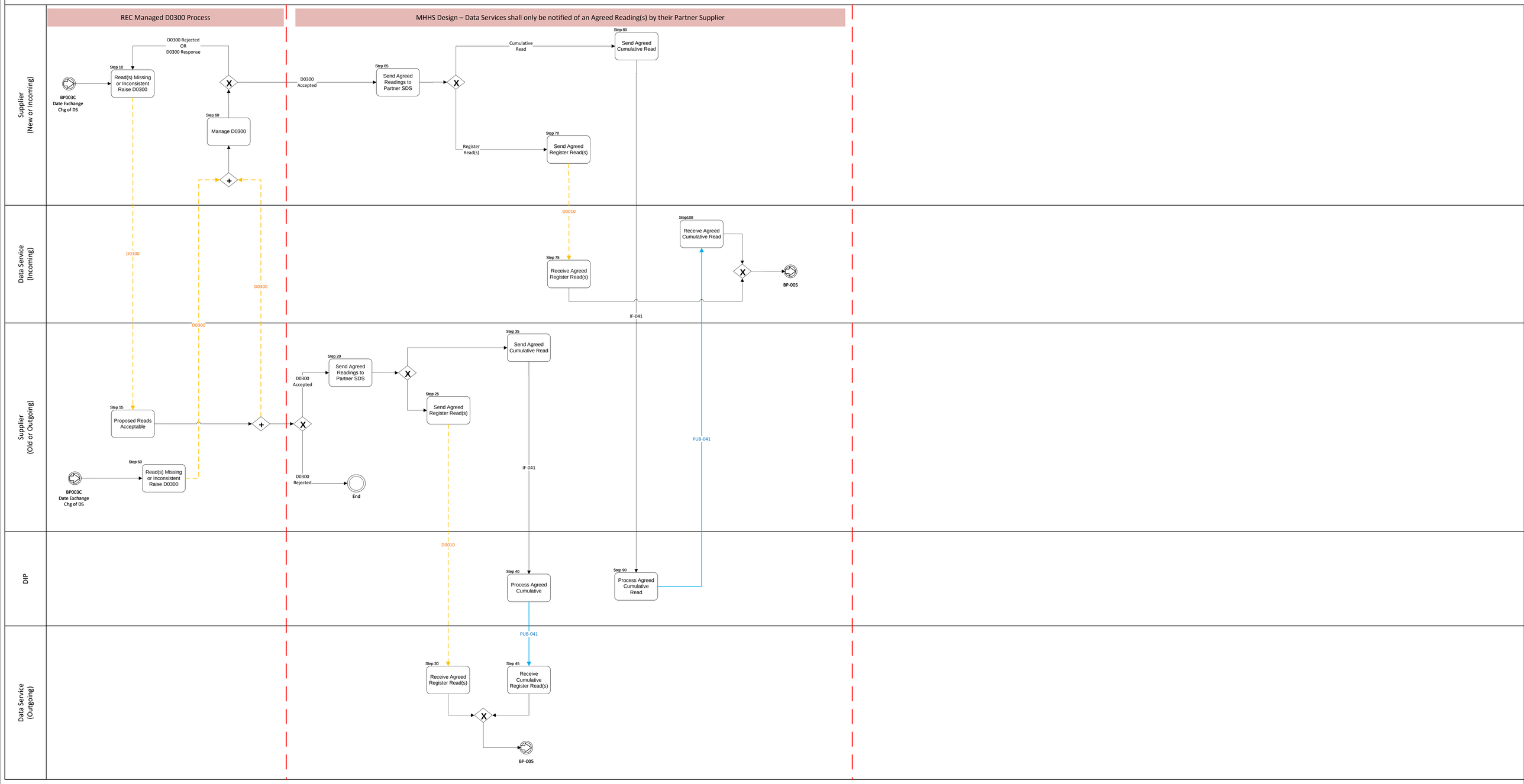

NOTE: 'D0300' Agreed Reads Process

Participants need to be aware that the exchange of D0300 between Suppliers is 'dynamic'; therefore this process is intended to be illustrative!

Participants should refer to RECCo documentation and guidance on the operation of the D0300 process. It should also be noted that the 'D0300 Escalation' process is not represented here.

The key principle that the process, and the MHHS Design Team, seeks to impart is that that following the 'acceptance' of a D0300 proposal each Supplier should notify their own 'partner' SDS of the revised reading(s).

Following the receipt of a revised meter reading(s) the SDS should take the necessary steps to recalculate and submit revised consumption into Central Settlements, using IF-021.

Currently the D0300 process only operates for NHH sites. However, design will operate in exactly the same way if/when applied to Advanced Sites.

For the avoidance of doubt, the exchange of Meter Readings/Consumption History is not required for UMS MPANs.

NOTE: Exchange of Agreed Readings between Supplier and his Appointed SDS

There was much discussion in the Design working groups around the D0300 process, its operation and if elements of it (timescales, thresholds etc.) should be revisited in light of CSS, and now MHHS. These questions will be addressed as part of REC's Consequential Change Review of the MHHS Design.

The extent to which the MHHS Design impacts the D0300 process is simply to prescribe that at the conclusion of the process, i.e once the Agreed Reading(s) have been mutually accepted by both suppliers, that the SDS can expect ONLY to be informed of an Agreed Reading by his partner/appointing supplier. i.e. there is no involvement of any third party.

The expectation of the Design is that the Agreed Reading shall be accepted and used by the SDS, in good faith, until such time as the Supplier issues either a revised Agreed Reading or an Override reading.

Supplier and SDS should bilaterally agree a process for highlighting and resolving any disagreement in the usage of either Agreed or Override Readings as part of their contractual agreements.

NOTE:

Domestic Erroneous Transfers

It is anticipated that the Erroneous Transfer process for Domestic Sites will remain as per the current process. In that, Suppliers will bilaterally agree that an Erroneous Transfer has taken place, CoS will be initiated to return the MPAN to the correct Supplier, the usual processes around the switch and Service Provider appointment will continue as normal. Suppliers will then agree between them nil advance reading(s) using the Transfer or Reads / Agreed Readings process.

Commercial Erroneous Transfers

There is currently no formalised process for Commercial Erroneous Transfers – with Suppliers agreeing between them the best course of action for resolution. This will continue to be the case under the MHHS Design. However, Suppliers are free to utilise the same domestic process if appropriate and both parties agree.

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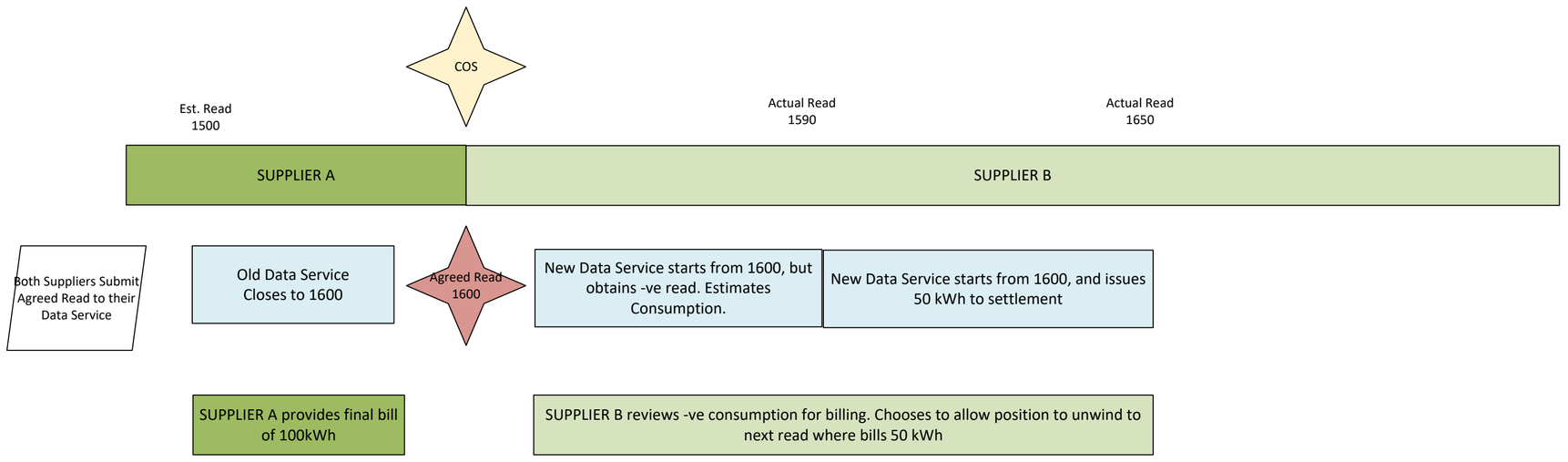
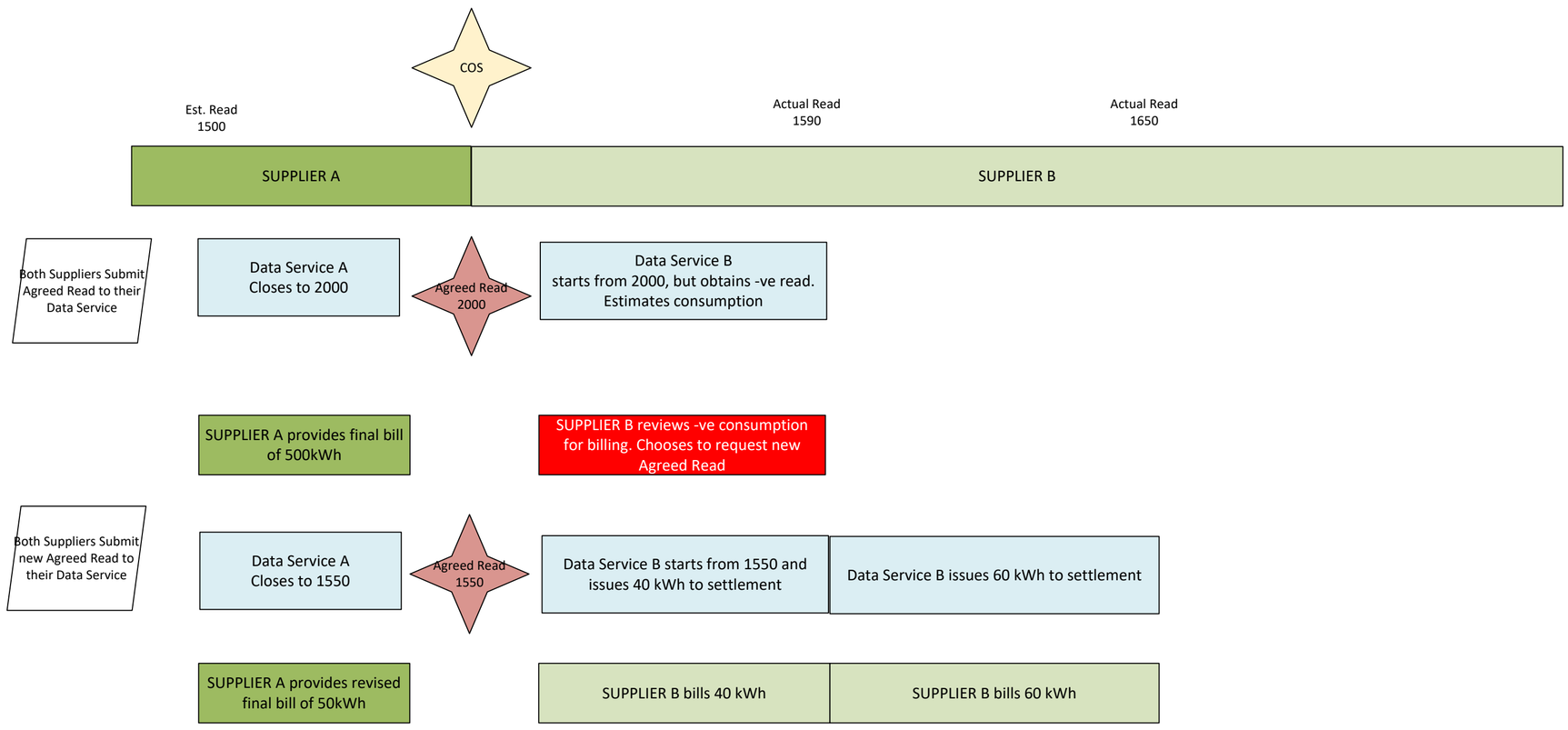
Agreed Reading / Override Reading / Consumption Amendment Scenarios - v1

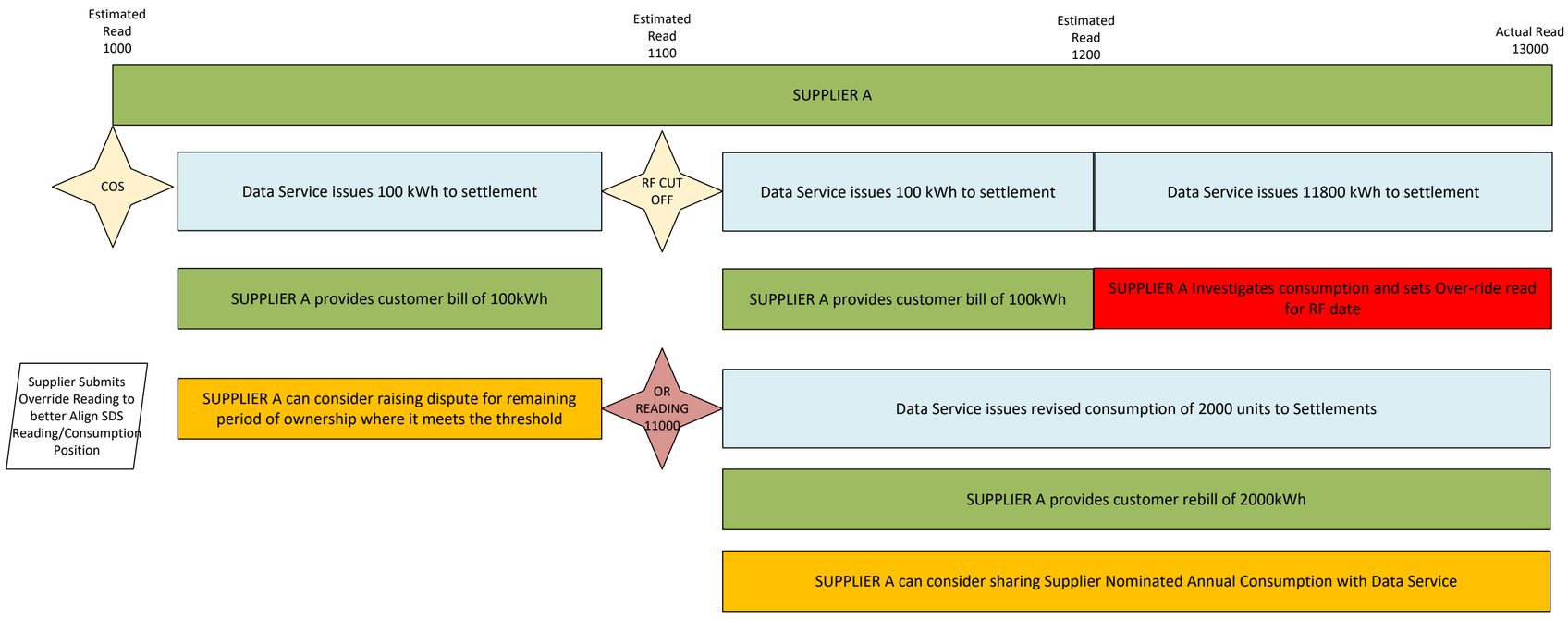
Scenario 1 – High Agreed Read at COS – New Supplier allows small difference to unfold



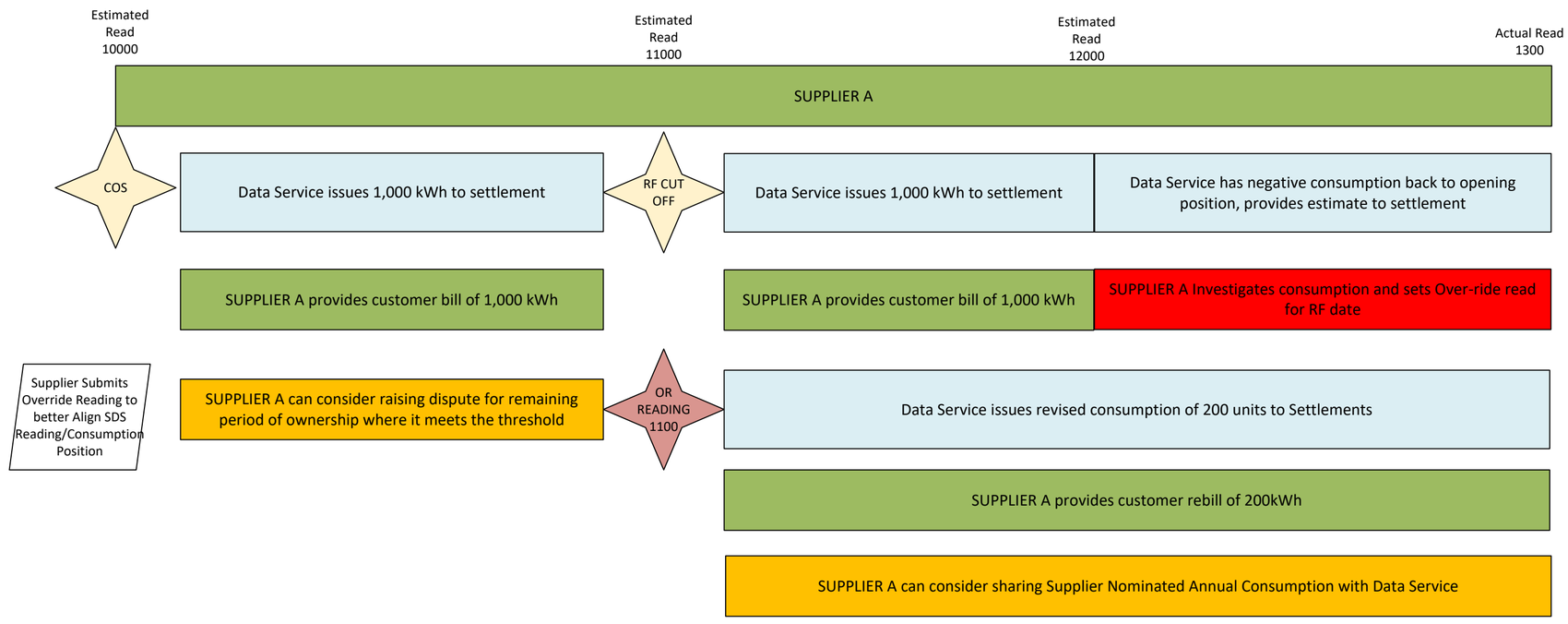
Scenario 2 – High agreed read at COS – New Supplier raises new Agreed Read



Scenario 3 – Period of Low Estimates (Unmetered off-take)

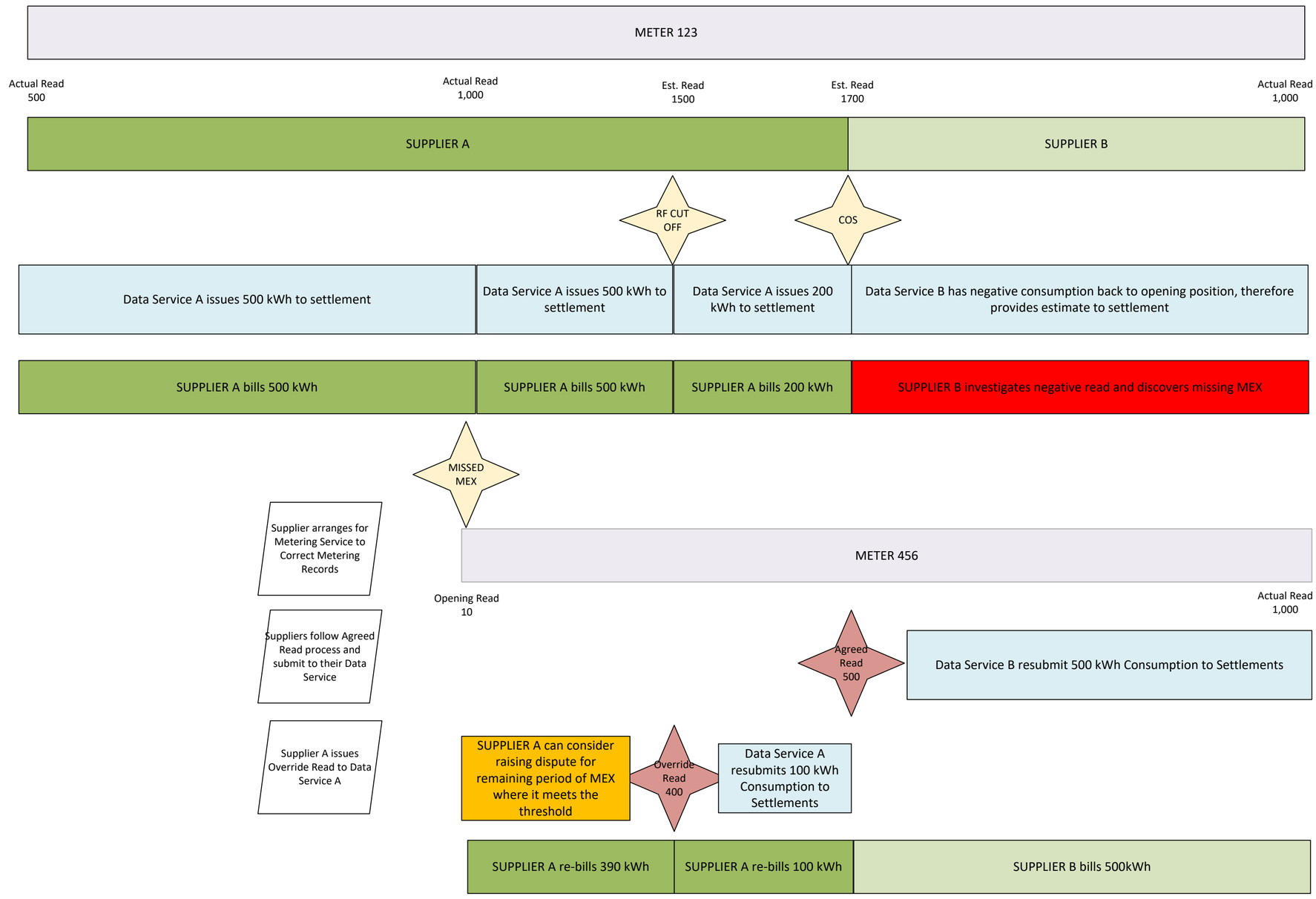
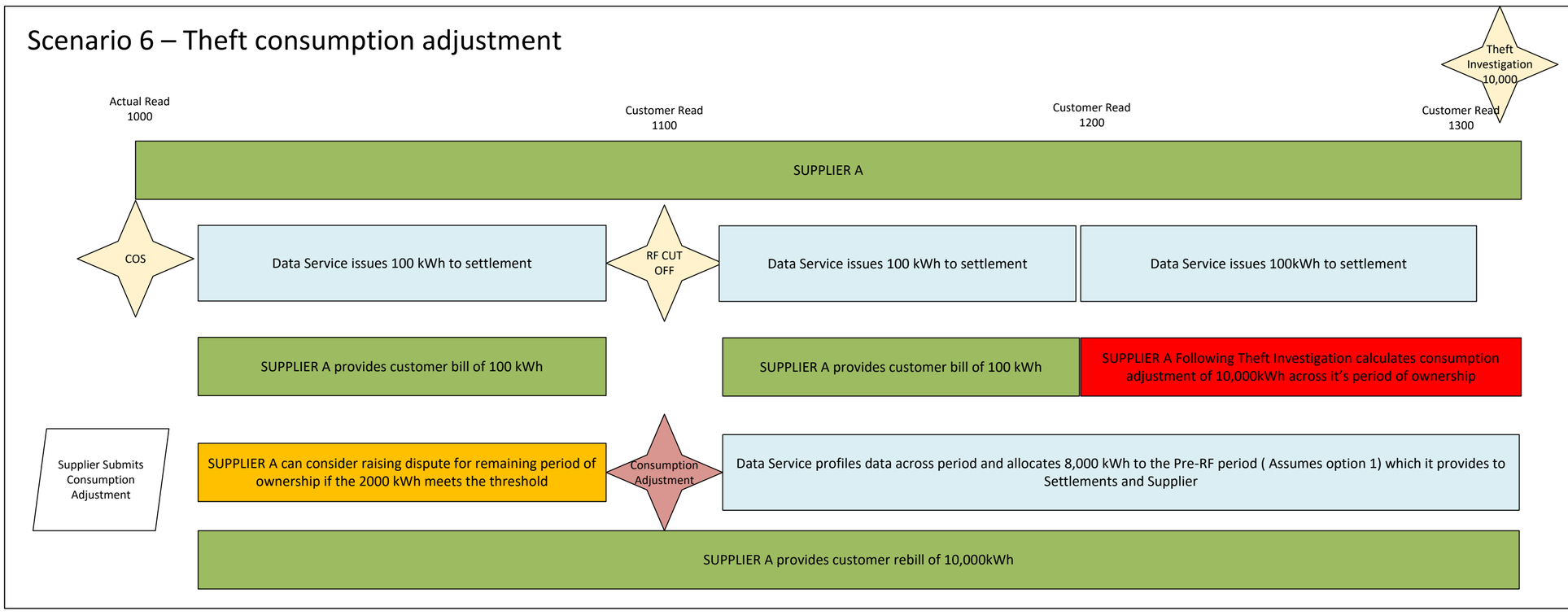


Scenario 4 – Period of High Estimates (Faulty meter)



Agreed Reading / Override Reading / Consumption Amendment Scenarios - v1

Scenario 5 – Missed MEX pre COS



Scenario 6 – Theft consumption adjustment