

# ELEXON

**SOLR – SUPPLIER OF LAST RESORT PROCESS**

## Document Control

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### Documents & References

Ref	Item
001	SoLR process Map
002	DIP Guidance

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# 1 Summary

## 1.1 Purpose

Working in conjunction with the Market Half Hourly Settlement (MHHS) Programme, the Retail Energy Code Company (RECCo) and the DIP Manager, Elexon have been requested to develop, consult on and baseline, by 30 June 2025, an effective and efficient Supplier of Last Resort (SoLR) process to be used if there is a SoLR event during the transition to MHHS.

This consultation seeks industry feedback on the transitional arrangements for the SoLR process, with a particular focus on Industry Standing Data (ISD) update timings, Data Integration Platform (DIP) mapping implications, MHHS interactions, and testing considerations.

This Transitional process only supports a SoLR event from M11 (22/10/2025) up to and including M15 (07/05/2027). An enduring process for M15 will be developed in advance of that milestone.

## 1.2 Introduction

Under the current arrangements, when Ofgem appoints a Replacement Supplier through a SoLR event, associated market systems, including the Balancing and Settlement Code (BSC) Central Systems, RECCo systems, and the DIP, must be updated in line with the effective from dates provided.

However, during transition, ISD will be published every two weeks, which may lead to temporary mismatches between ISD records (such as Entity 45 and M16) and the DIP Identifier. This has potential implications for data flows, reporting accuracy, and supplier obligations under MHHS.

**N.B.** The Market Domain Data (MDD) will remain with a monthly publish frequency.

This document outlines key considerations and scenarios for SoLR events during the transition and invites participants to provide feedback on:

- Operational readiness to manage DIP Id transitions and delayed ISD updates
- The Electricity Enquiry Service (EES) Impact
- Reporting accuracy and system alignment
- Valid SoLR Scenarios during Transition
  - The clarity and sufficiency of guidance related to MHHS Qualification and Migration
- Non-Valid SoLR Scenario during Transition
- The approach to SoLR testing within the E2E and SIT environments
- Additional Questions for Ofgem's SoLR RFI

Industry input will help ensure that transitional processes are robust, minimise disruption, and are clearly understood across all relevant parties.

### 1.3 Scope

This process mainly impacts Suppliers.

A SoLR is a Replacement Supplier appointed by Ofgem to ensure that consumers of a Failed Supplier continue to be billed by the Replacement Supplier with no interruption to their Electricity or Gas supply. This process is triggered when an energy supplier is deemed unable to continue trading and a replacement Supplier is appointed, and the Market Participant Identifier (MPID) is transferred over. This consultation is with regards to SoLRs Events.

A transitional SoLR Business Process has been drafted by a SoLR Working Group, which included Elexon (BSCCo), Retail Energy Code (RECCo), MHHS Qualification and Migration teams and Data Integration Platform (DIP) Manager with outputs shared and discussed with Ofgem.

SoLR's happen on a transfer of an MPID not a Change of Supplier (CoS). A CoS could happen at a later stage, but only after the responsibility for the MPID has been transferred to the replacement Supplier.

### 1.4 Expected Outputs

To ensure we have a transitional SoLR process that provides an effective and efficient process during the MHHS Migration period.

That Participants have a chance to raise any questions or clarification they require. These will be used to draft the relevant Guidance Notes and Local Working Instructions to support Participants, if a SoLR occurs during the transition period.

## Consultation Context and Questions:

### **MDD Process for SoLR's**

The MDD publish frequency is remaining monthly. Currently SoLR's are only updated in the next available MDD publish and that process will continue.

To ensure parties are aware of the SoLR's and can manage their systems and processes effectively Elexon will continue to inform Industry (as it does currently with the MDD process) of any SoLR's by issuing a Circular to Industry, which will inform Parties of the losing and replacement supplier and the Effective from Date (EFD), until MDD/ISD are updated to reflect the change.

### **1.5 Operational readiness to manage DIP ID transitions and delayed ISD updates**

During the transitional period, ISD will be published every two weeks. This means that following a SoLR event, there may be up to a two-week delay before ISD, specifically Entity 45 (Company Name) and M16 (Market Participant ID mappings) is updated to reflect the replacement supplier's responsibility for the impacted MPIDs.

#### **This delay creates a temporary misalignment between:**

- The Company Name in ISD (Entity 45), and
- The DIP Identifier used in industry systems.

While Ofgem's SoLR instruction and effective dates will be followed in the BSC Central Systems and RECCo systems, this lag in ISD update may result in temporary inconsistencies.

#### **DIP management of ISD Entity M16 and Entity 45:**

Within the DIP the Entity M16 Effective from Date (EFD) and Effective to Date (ETD) link the Market Participant to the DIP Participant Mapping Table.

To manage the SoLR process, the DIP would close the Entity M16 record with the agreed ETD and raise a new M16 record with the new EFD – In ISD the Entities 45 and M16 would also be closed with the agreed ETD and new ones raised for the new EFD to match the instruction from Ofgem.

#### **We would like to ask Participants:**

- Do you anticipate any operational or reporting issues resulting from a temporary mismatch (of up to two weeks) between ISD (Entity 45 and M16) and the DIP Identifier and routing within the DIP, following a SoLR event?
- Would the closing down of the Entity M16 and E45 and the raising of a new Entity M16 and E45 to align the Market Participant to DIP Participant Mapping Table both in ISD and DIP cause any operational or reporting issues?

#### **How the DIP ID transfer would work under a SoLR for a Replacement Suppliers.**

DIP Supplier SoLR Guidance – Attached with Consultation

### **What actions a replacement supplier would need to take.**

A replacement supplier will need to follow the guidance on the DIP manager website for setting up DIP ids and message channels for their new DIP id. As soon as DIP Manager has transferred the MPID to the replacement Supplier, they can onboard the new DIP ID into their DIP Account.

#### DIP Manager Managing Your DIP ID

### **What we would like to ask Participants.**

- Does the guidance provide enough information for you to manage the process?
- Are there any specific aspects of the DIP id transfer process that you believe require further clarification or guidance to support your operational readiness? If so, please prioritise your top one or two areas of concern.
- In a SoLR event the Replacement Supplier would need to contact the DIP Manager at [DIPManager@elexon.co.uk](mailto:DIPManager@elexon.co.uk). Is there any further information that you would require?

## **1.6 The Electricity Enquiry Service (EES) Impact.**

RECCo has confirmed that the Electricity Enquiry Service (EES) is not impacted by the two-week publish schedule, as it does not rely on ISD for the population of supplier details.

## **1.7 Reporting accuracy and system alignment.**

All the impacted Central Systems will be updated with the EFD and ETD to reflect the MPID transfer. To confirm, that will include all affected MPID (s) and any associated registered Balance Mechanism Unit's (BMU's).

## **1.8 Valid SoLR Scenarios during Transition**

We believe that currently there are four valid SoLR scenarios that could occur during transition that are supported by the Balance and Settlement Code (BSC), REC and the MHHS Design:

- Non MHHS Qualified Supplier to Non MHHS Qualified Supplier. (Existing process applies with no DIP impact).
- Non MHHS Qualified Supplier to MHHS Qualified Supplier. (MHHS Migration enabled, and Service Activated).
- MHHS Qualified Supplier to a Non MHHS Qualified Supplier (Where the losing supplier has **No** migrated Metering System Identifiers (MSIDs) in their Portfolio.)
- MHHS Qualified Supplier to MHHS Qualified Supplier (MHHS Migration enabled and Serviced Activated).

### 1.8.1 Action for Replacement Supplier and MHHS Qualification Team

For the below scenarios, the Replacement Supplier will need to engage with the MHHS Qualification Team to manage their MHHS Qualification for the transferred MPID(s), if they want to Qualify them in MHHS arrangements. Or the replacement Supplier, only after the responsibility for the MPID has been transferred to them could choose to enact a CoS to their MHHS Qualified MPID.

- Non MHHS Qualified to Non MHHS Qualified
- Non MHHS Qualified to MHHS Qualified (MHHS Migration enabled and Serviced Activated)
- MHHS Qualified Supplier to a Non MHHS Qualified Supplier (Where the losing supplier has **No** migrated MSID's in their Portfolio.)

It is important to highlight that Participants will need to consider any Exemptions from MHHS Requirements for Smart Meter Segment (SMS) and Unmetered Supply (UMS) with a Supplier Qualification that they have in place. Code Bodies will collaborate with Suppliers completing Qualification on any Placing Reliance implications of a SoLR.

#### **What we would like to ask Participants.**

- In a SoLR event the replacement Supplier would need to contact the MHHS Qualification team at **MHHSQualification@elexon.co.uk**. Is there any further information that you would require?

### 1.8.2 Action for Replacement Supplier and MHHS Migration Team

For the below scenarios, the Replacement Supplier will need to engage with the MHHS Migration Team to manage their MHHS Migration Capacity for the transferred MPID(s).

- Non MHHS Qualified to Non MHHS Qualified
- Non MHHS Qualified to MHHS Qualified (MHHS Migration enabled and Serviced Activated)
- MHHS Qualified Supplier to a Non MHHS Qualified Supplier (Where the losing supplier has **No** migrated MSID's in their Portfolio)
- MHHS Qualified to MHHS Qualified (MHHS Migration enabled and Serviced Activated)

It is important to highlight that you only need to engage with the MHHS Migration team if you have a portfolio with any non-migrated MSID's or acquiring a portfolio with non-migrated MSID's.

SoLR's will be discussed at a future Migration Working Group.



### What we would like to ask Participants.

- In a SoLR event the replacement Supplier would need to contact the MHHS Migration team at [Migration@mhhsprogramme.co.uk](mailto:Migration@mhhsprogramme.co.uk). Is there any further information that you would require?

## 1.9 Non-Valid SoLR Scenario during Transition

The scenario we believe that is not currently supported by the BSC, REC or the MHHS Design is:

- MHHS Qualified Supplier to a Non MHHS Qualified Supplier. (Where the losing supplier **has** migrated MSID's in their Portfolio)

The reason this scenario is not supported by the MHHS Design is that a SoLR event requires the losing Supplier's MPID to be transferred to the Replacement Supplier. This is done without individual CoS events. Under the MHHS design a MSID will undergo Reverse Migration automatically where there is a CoS event which transfers a migrated MSID to a Non MHHS Qualified Supplier. As there is no CoS event enacted under a SoLR process, any migrated MSID's will not be Reverse Migrated and will remain as migrated MSIDs. Therefore, the Replacement Supplier will not be able to service these metering points.

### The MHHS Design for SoLR

A non MHHS Qualified Supplier would not be able to undertake the following activities, if they were to acquire Migrated MSID's, as part of a SoLR, as they would not have been onboarded onto the DIP.

- Receive any 'Losing Supplier' messages if a Change of Supplier event is enacted by another Supplier.
- Receive messages involved in the Reverse Migration process if they subsequently enact a Change of Supplier event to transfer the MSIDs to another of their MPIDs. For example, IF-003 (Notification of Reverse Migration), IF-041 (Final reads).
- Receive any Settlement reports.
- Receive any DUoS billing reports.
- Receive any Consumption Data sent by a Data Service prior to any Reverse Migration.
- Receive any Registration updates received prior to the Reverse Migration
  - Metering updates
  - Energisation status updates
  - Disconnections
  - Registration Data maintained by the LDSO's (e.g. Connection Type)
- Send any updates to the Registration Service prior to the Reverse Migration (e.g. Consent Granularity).

They will not be able to service these meters points or reverse migrate them post SOLR assuming an MPID transfer.

**What we would like to ask Participants.**

- Do you agree with the four valid scenarios and that your system processes can support these? (Section 1.8)
- Do you agree with the current non-valid scenario? Would your system be able to support if this were to be enacted? (Section 1.9)

### 1.10 The approach to SoLR testing within the E2E and SIT environments.

- Elexon plan to include testing scenarios regarding the Transitional SoLR process as part of its Operational E2E testing.
- A question has been asked if there is capacity for it to be tested in the SIT environment, this is with the MHHS Programme to confirm.

### 1.11 Additional Questions for Ofgem's SoLR RFI to Elexon

Currently Elexon provide:

- Metered volumes data, to be provided in MWh given by date, settlement period and Grid Supply Point Group for the most recent consecutive period of seven days for which the data is available.
- Half-hourly (HH) import and export and non-half hourly (NHH) consumption information, to be provided in MWh given by date, run type and GSP Group for the most recent consecutive period of seven days for which the data is available.
- Credit requirements information, giving Balancing Mechanism Unit (BMU) name, BMU type, BMU ID, GSP group, generation capacity in MWh, demand capacity in MWh, Balancing Mechanism Credit Assessment Export Capability (BMCAEC), Balancing Mechanism Credit Assessment Import Capability (BMCAIC), credit assessment load factor (CALF) value, production/consumption flag, effective from date, and effective to date for the current season and the previous season.

We are considering proposing the following additional information for Ofgem. Please comment on their relevance, usefulness, or feasibility.

- The Qualification Status of all Parties (MHHS Qualified or Not).
- If Parties have any Exemptions as part of their Qualification linked to [P476](#).
- Migration Status against Migration plan for Parties MHHS Qualified.
- DIP Status.

**What we would like to ask Participants.**

- Is there any additional information you think we should be providing Ofgem?

## 2 Appendix

The supporting relevant Code/Guidance references to SoLR is included below:

### 2.1 (BSCP708 v1.0) - Migration of Metering Systems to and from the MHHS Arrangements

- Reverse Migration process is in BSCP708 (section 3.3) which states on Change of Supplier Initiating Reverse Migration is only permitted prior to Milestone M14 (one way gate). This process applies where a **non-MHHS Qualified Supplier switches a MHHS MSID not a MHHS Qualified Supplier to a Non MHHS Qualified**.
- There is no facility in the design to reverse migrate an MPID as there is a need to appoint MOA/DC/DA and de-appoint the Data service agents who are in place post migration activities.

### 2.2 RECCo Schedule (Market Exit and SoLR)

- Points 5.8.9 and 5.8.10 shows the movement/transfer of the MPID from the failing supplier to the replacement supplier within CSS.

5.8.9	At 00:00 hrs on the <u>Replacement Supplier</u> effective date.	Notify changed <u>Market Participant Role</u> and <u>Energy Company</u> association.	<u>Code Manager</u>	<u>CSS Provider</u>	<u>Market Participant Role</u>	CSS API
5.8.10	Following 5.8.9 where the message passes synchronous validation.	Amend <u>Market Participant Role</u> association to the <u>Replacement Supplier</u> .	<u>CSS Provider</u>		Internal Process	N/A

- The definition of Replacement Supplier under the REC is a Supplier appointed by means of a Last Resort Supply Direction.
- The definition of Market Participant Role under the REC is the reference to MPID and Supplier Market Role.

### 2.3 Elexon Guidance – (Supplier of Last Resort) - Updated May 2022

In the section - *The options available to a Replacement Supplier*

It states:

The MPID(s) associated with the failing Supplier and all associated Metering Systems are transferred to the Replacement Supplier on the SoLR date. The Replacement Supplier is then able to either:

- Manage the new MSIDs using the Supplier Id that had belonged to the failing Supplier; or
- Undertake a CoS at a later date to transfer the MPIDs to one of your existing MPIDs.