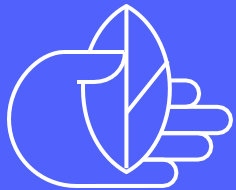**MHHS PROGRAMME**
Industry-led, Elexon facilitated

MHHS Webinar: Change of Supplier Process

12 March 2024
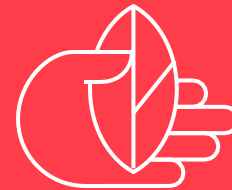
Introduction

Alice Chudley
5 minutes

Walkthrough of Change of Supplier Process

Matt Hall
25 minutes

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Please ask questions throughout the webinar.

You can join at Slido.com

#MHHS

Objectives and Approach

Change of Supplier Process Overview

Change of Supplier

Change of Supplier

Change of Agents

Process CoS Reads

Process Consumption Data

Switching Supplier

Active Industry Roles:
Customers
Suppliers
Registration Service
Central Switching Service
[Metering Service]

Key MHHS Design Artefacts:
BP001 - Change Of Supply
BPD001 - Change Of Supply
DES138 - Interface Catalogue
The Swagger

Informed Industry Roles:
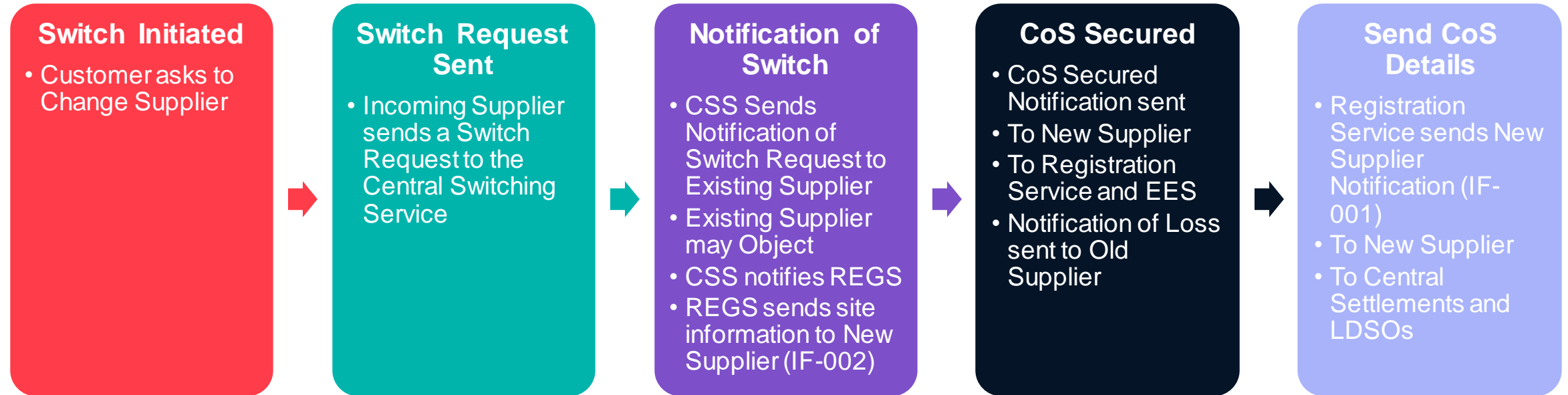Central Settlements
LDSOs
EES

MHHS Interfaces:
IF-001 Notification of Change of Supplier
IF-002 Registration Update to Supplier
[IF-050 EES Updates]

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Switching Supplier Process

Switch Initiated

- Customer asks to Change Supplier

Switch Request Sent

- Incoming Supplier sends a Switch Request to the Central Switching Service

Notification of Switch

- CSS Sends Notification of Switch Request to Existing Supplier
- Existing Supplier may Object
- CSS notifies REGS
- REGS sends site information to New Supplier (IF-002)

CoS Secured

- CoS Secured Notification sent
- To New Supplier
- To Registration Service and EES
- Notification of Loss sent to Old Supplier

Send CoS Details

- Registration Service sends New Supplier Notification (IF-001)
- To New Supplier
- To Central Settlements and LDSOs

Suppliers are registered at Midnight Clock Time, as is the current convention defined within CSS

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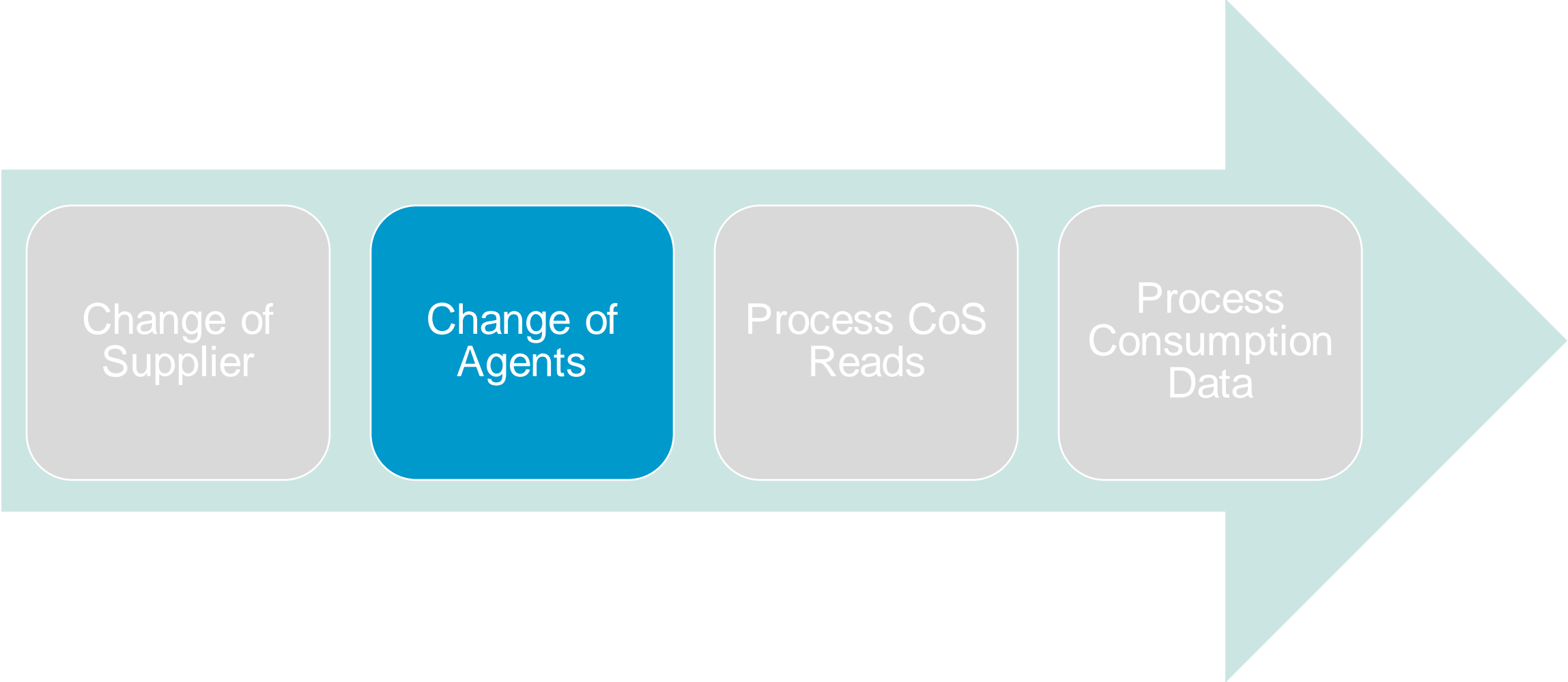
Change of Agents

Change of Agents

Active Industry Roles:
Incoming Supplier
Registration Service
Metering Services
Data Services

Key MHHS Design Artefacts:
BP002-Change of Service- Metering Service
BPD002 - Change Of Metering Service
BP003-Change of Service- Data Service
BPD003 - Change Of Data Service
DES138 - Interface Catalogue
The Swagger

Informed Industry Roles:
LDSOs
EES

MHHS Interfaces:
IF-031 Supplier Service Appointment Request
IF-032 Reg. Serv. Response to Supplier Service App Request
IF-033 Registration Service Request for Service Appointment
IF-034 Service Provider Response to Appointment Request
IF-035 Registration Service Appointment Status Notification
IF-036 Reg. Serv. Notification of Service App. & Supporting Info
IF-037 Registration Service Notification of Service De-Appointment
[IF-038 Customer Direct Contract Advisory]
[IF-039 Customer Direct Contract Advisory Response]

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Change of Agents - Metering Service

Request Appointment

- Supplier Requests MS Appointment (IF-031)
- Registration Service validates and responds (IF-032)

Propose Appointment

- REGS issues Proposed Appointment Request (IF-033)
- Metering Service Responds (IF-034)
- REGS issues Appointment Request Response (IF-035)

Deappoint Outgoing MS

- REGS issues Deappointment Notification (IF-037)
- To outgoing MS
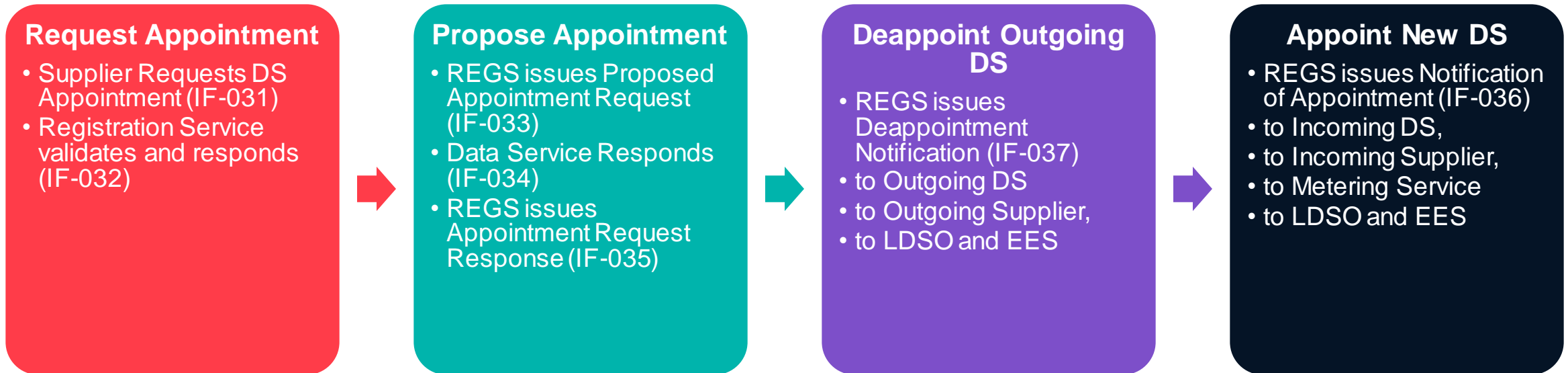- To Outgoing Supplier,
- To LDSO and EES

Appoint New MS

- REGS issues Notification of Appointment (IF-036)
- To Incoming MS,
- To Incoming Supplier,
- To Data Service,
- To LDSO and EES

Metering Services are appointed at Midnight Clock Time, in alignment with Supplier Registration

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Change of Agents - Data Service

Request Appointment

- Supplier Requests DS Appointment (IF-031)
- Registration Service validates and responds (IF-032)

Propose Appointment

- REGS issues Proposed Appointment Request (IF-033)
- Data Service Responds (IF-034)
- REGS issues Appointment Request Response (IF-035)

Deappoint Outgoing DS

- REGS issues Deappointment Notification (IF-037)
- to Outgoing DS
- to Outgoing Supplier,
- to LDSO and EES

Appoint New DS

- REGS issues Notification of Appointment (IF-036)
- to Incoming DS,
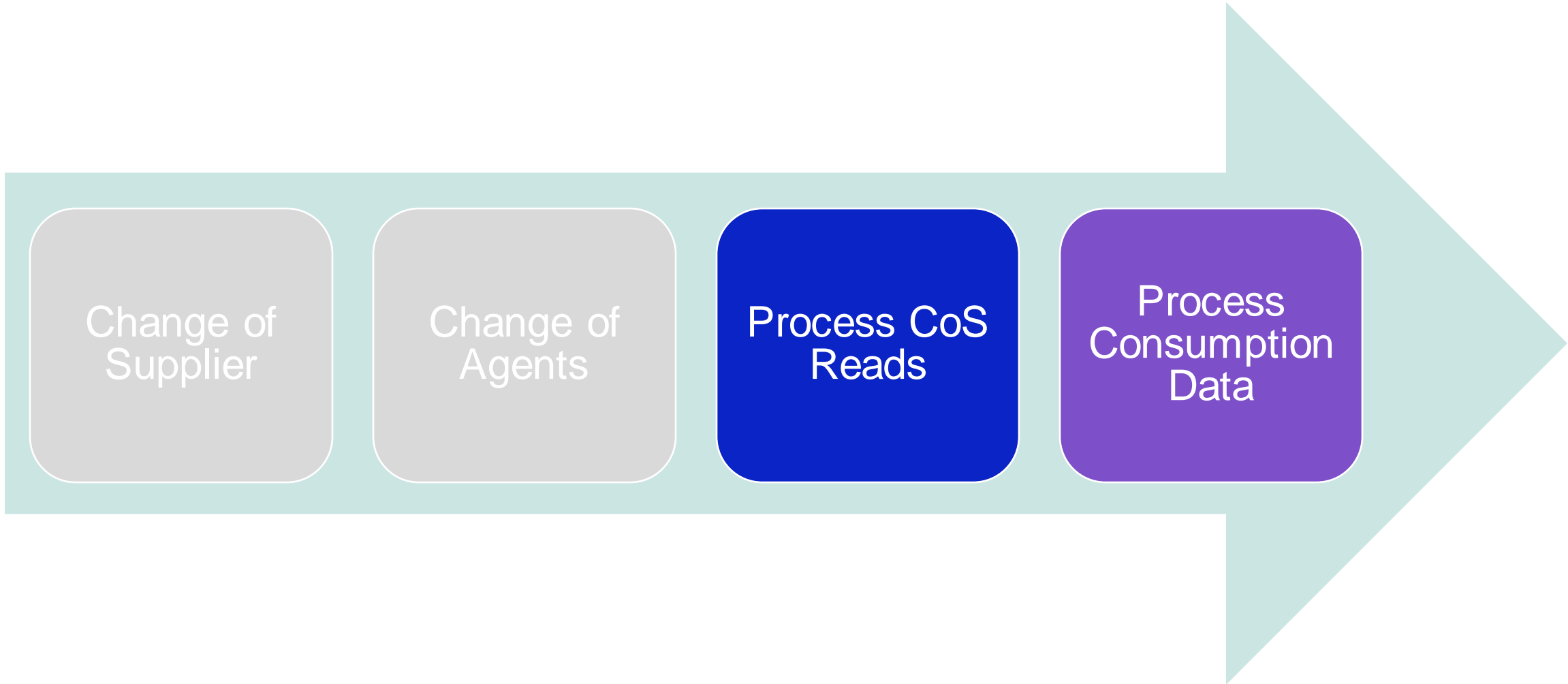- to Incoming Supplier,
- to Metering Service
- to LDSO and EES

Data Services are appointed at Midnight Clock Time, in alignment with Supplier Registration

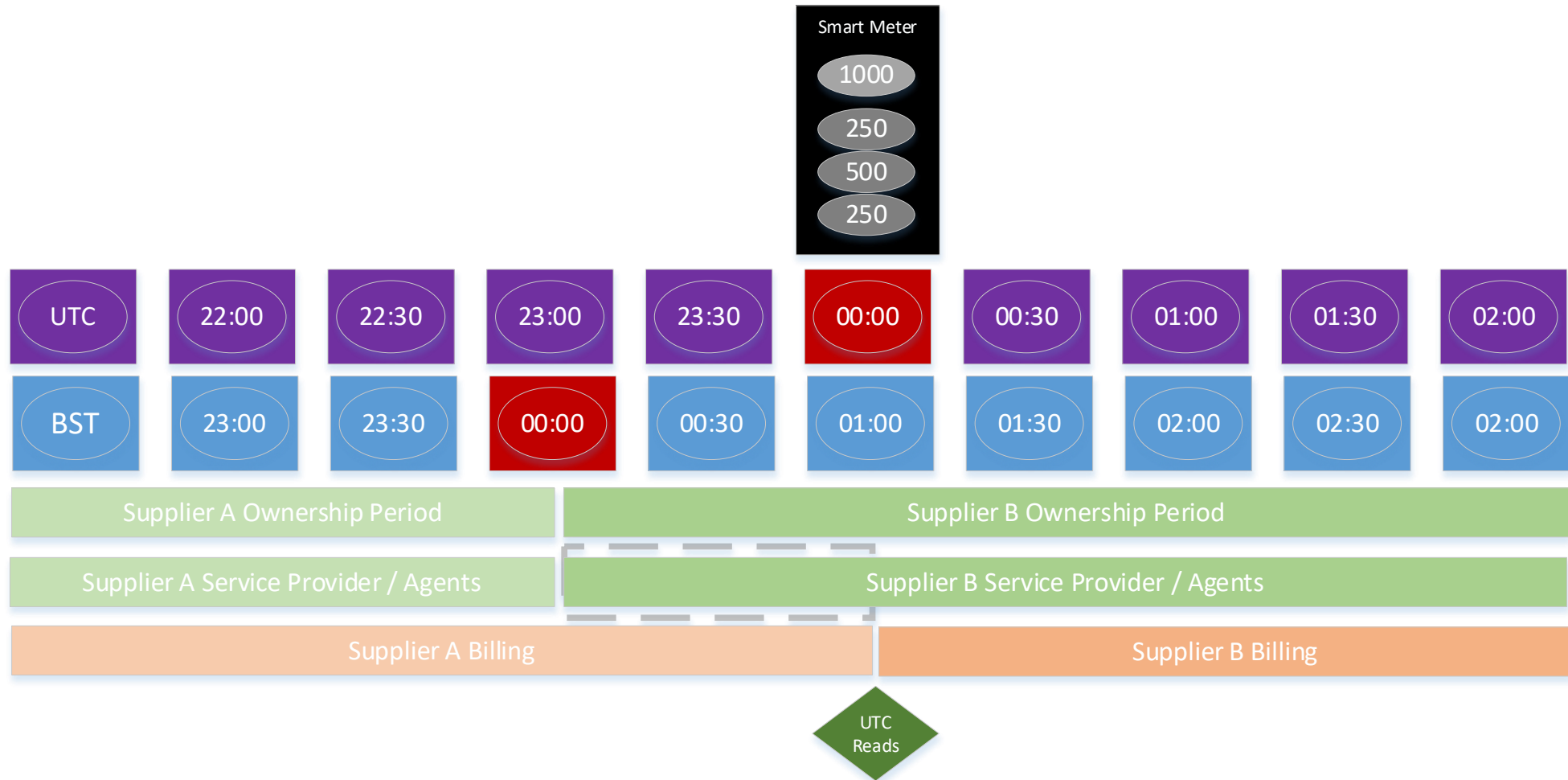**However, the Outgoing Data Service is responsible for the collation and publication of consumption data for the full UTC Day of the Switch**

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Process CoS Reads and Consumption

Change of Supplier

Change of Agents

Process CoS Reads

Process Consumption Data

Process CoS Reads and Consumption

Smart Meter

1000

250

500

250

UTC	22:00	22:30	23:00	23:30	00:00	00:30	01:00	01:30	02:00
BST	23:00	23:30	00:00	00:30	01:00	01:30	02:00	02:30	02:00

Supplier A Ownership Period — **Supplier B Ownership Period**

Supplier A Service Provider / Agents — **Supplier B Service Provider / Agents**

Supplier A Billing — **Supplier B Billing**

UTC Reads

Transfer Reads

Smart Meters

- SMART Change of Supplier/Change of Service Cumulative and Register Reads are readings taken from the meter or estimated; and should be considered to have been taken at Midnight UTC.

Advanced Meters

- The industry convention that currently exists for Advanced Meters is to work solely in consumption, although accessing the meter to take register reads is not precluded. This will remain the case in the MHHS world.

Traditional Meters

- For Traditional meters, the existing process using the D0010s will continue, with the outgoing Data Service responsible for managing and distributing the reads

Transfer Reads – Smart Meters

Read Availability

- Both Suppliers and both Data Services will have access to the Cumulative and Register Reads at Midnight UTC on the day of a Switch

Outgoing Data Service

- Where available, the outgoing Data Service will publish Actual Cumulative and Register Reads on the IF-041
- Where Actuals are not available the outgoing Data Service will generate estimated cumulative reads and issue those on the IF-041

Incoming Data Service

- The incoming Data Service will compare and validate the PUB-041 they receive from the outgoing Data Service against the reads they have recovered and will send their own IF-041 to the incoming Supplier

Outgoing Supplier

- The outgoing Supplier will compare and validate the PUB-041 they receive from the outgoing Data Service against the reads they have recovered (or estimated) and will send a D0010 to the incoming Supplier

Incoming Supplier

- The incoming Supplier receives two PUB-041s and one D0010 and evaluates them.
- The incoming Supplier should initiate the D300 process if there is any concern around the consistency of readings or consumption data available to them

Consumption Data

The Outgoing Data Service is responsible for the collation and publication of consumption for the full UTC Day of the Switch

- This requires the IF-021 to be split in the event of a Change of Supplier during British Summer Time

- The Consumption Data for the settlement periods prior to the de-appointment date/time should be shared with the Outgoing Supplier

- Consumption Data between the de-appointment date/time and the end of the UTC day should be shared with the Incoming Supplier and Incoming Data Service

- The exception to this is where there is no outgoing Data Service (e.g. at migration)
- In this instance the Incoming Data Service will be responsible

- All IF-021s are to be routed to Elexon Central Settlements as well
- MDS and LSS will accept data from the **incoming** Data Service where there is **no outgoing** Data Service

- To facilitate correct routing of the IF-021 we are making Block B002 Incoming Supplier Information Mandatory in the IF-037 (Notification of Change of Service for [DSDeApp] events when the reason code is CSUPP

Summary of the solution introduced by CR036

- ✓ Agent Appointment Periods are in clock-time, unchanged from the process today

- ✓ Agent Appointment & Supply Ownership periods are aligned

- ✓ Data Services to be responsible for the collation and publication of consumption for the full UTC day

- ✓ This requires the IF-021 to be split in the event of a Change of Supplier during British Summer Time

- ✓ No change to the existing Change of Supplier/Service read convention as previously described in the baselined design

- ✓ Settlement is accurate, in that consumption data is provided (actual or estimated using agreed Method Statement) for each and every HH period

Close

Objective: **This webinar will ensure participants who attend the session have a common understanding of the process, as well as support their design, build and test activities.**