MHHS Webinar: Change of Supplier process

MHHS-DEL2444

Change Record

Date	Author	Version	Change Detail
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Reviewers

Reviewer	Role
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1   Questions asked during the Change of Supplier process webinar.

Q1   What happens if domestic suppliers in advanced opt out?

This is a rare case. Domestic customers with Advanced meters are not common, and those who will opt out will be even fewer. However, depending upon what data you have available as a Data Service (DS), whether its daily, or periodic data, the Method Statement describes how this period consumption will be apportioned into Half Hourly periods using the Load Shape.

Q2   As an incoming data service receiving and validating midnights reads from the outgoing data service, what is supposed to happen if they are deemed invalid as there is no interface for rejecting a PUB-041?

Where the Data Service was able to obtain actual data, they can use the data received in PUB-041 to compare and validate against the data they obtained. If no Actual data was obtained the Data Service will use the data received in PUB-041 as a starting point.

Where there are reads, but the incoming DS deems them invalid then the incoming DS should send the reads they have obtained from the meter. The supplier will identify any discrepancy and will determine whether or not to follow the disputed read process.

Q3   Please would you clarify the exception circumstance where there is no previous DS (for IF-021 splitting)?

In the majority of Changes of Supplier, or Changes of Data Service, there will be an outgoing DS and an incoming one. In these scenarios, during British Summer Time (BST) the outgoing DS will be responsible for collating and publishing the consumption data on the IF-021 for the periods between de-appointment at midnight Clock Time (BST) and midnight Coordinated Universal Time (UTC) on the day of the switch.

However, there are scenarios where there may not be an outgoing DS. For example, at migration onto MHHS, or in the event of a New Connection. In these scenarios the incoming DS will need to collate and publish the IF-021 for the period between Clock and UTC midnights on the days of the switch.
The diagram below highlights the period that is being referred to in red:
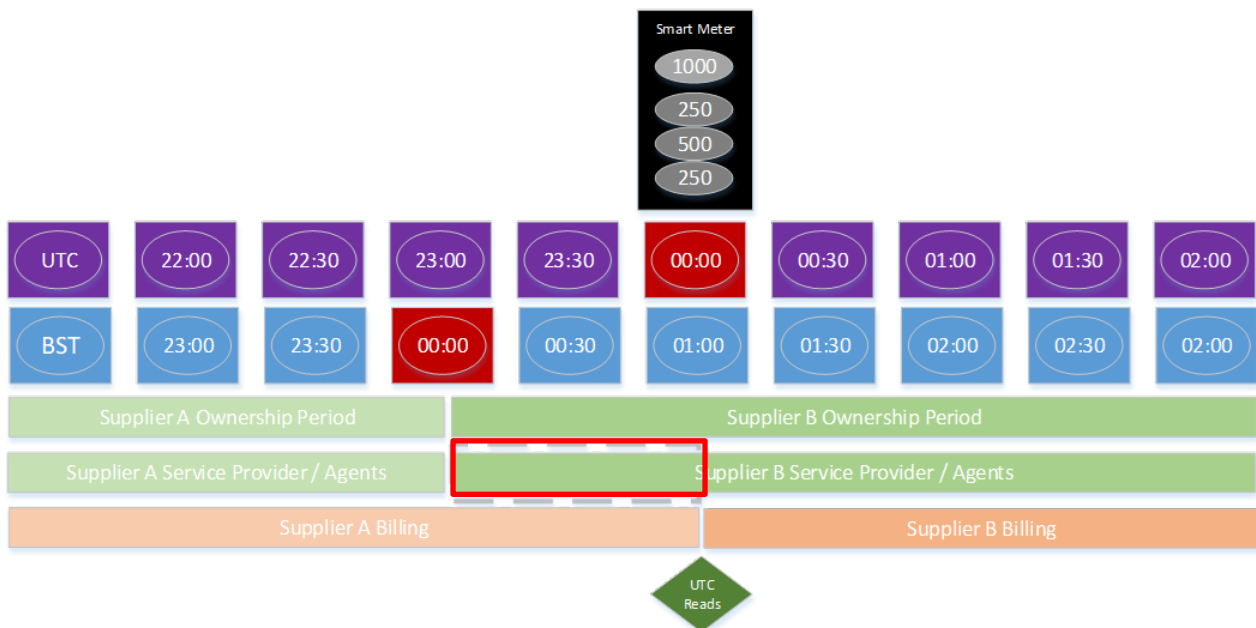
Q4   Will the slides be made available please?

Yes, the slides can be found on MHHS Webinars & Open Days page of the MHHS website.

Q5   Is there is a missed Central Switching Service (CSS) Confirmation (CSS02370) message after end of objection window?

Yes, the focus of the presentation was on the Marketwide Half-Hourly Settlement (MHHS) elements of the process. The inclusion of CSS was simply to show the touch points with the downstream MHHS processes. This was not intended to be a comprehensive description of the CSS element.

Q6   Is there is a missed validation (CSS02380) and pending (CSS02300) messages back to new supplier after they have sent out the switch request? Either with PUB-002 or before PUB-002.

Yes, the focus of the presentation was on the MHHS elements of the process. The inclusion of CSS was simply to show the touch points with the downstream MHHS processes. This was not intended to be a comprehensive description of the CSS element.

Q7   Service Provider Appointment process should happen after PUB-002. Is this missing from the Programme CoS workflow?

The Service Provider Appointment process *can* be triggered after the PUB-002, or it can be triggered following the PUB-001; The intention within the design was to leave this open and at the Suppliers discretion acknowledging it is incumbent on the Supplier that the appointment commences ahead of Supply Start Date.

The step isn't included in the high-level walkthrough presented, but is included on the BP001 which is the full Process Map for Change of Supplier.

Q8   Is settlement data being adjusted for the volume being adjusted for the hour? The IF21 is being split but it is not clear why if the settlement data remains apportioned to the outbound supplier.

The Settlement Periods for which a Supplier is registered are the periods for which they will be settled. Where the IF-021 is split, it is because the new supplier will be settled against the periods between midnight clock and midnight UTC.

Q9   For the Change of Agent (Metering Service (MS) & Data Service (DS)) slides please can the Programme show the trigger of confirmed supplier (end of objection window) - IF-033/034 can occur prior to confirmation?

I believe this is shown in BP003 in Step 125. Yes, the IF-033/34 messaging can occur before the objection window expires.

Q10   There has been no reference to Unmetered in this presentation at all. The agreed variation & process needed for Unmetered, which have been subsequently advised by the Design team need to be captured, some of which are in IR7.1

The Programme did not refer to unmetered supplies; the principles are the same, although obviously there are no reads. However, there are some specific variants that only apply to UMS, which are covered in a couple of DINs. These variants can be found in DIN-938 and DIN-923.

Q11 Does IF-036 sent to outgoing supplier for CoS scenario? Please clarify.

No, the IF-036 is not sent to the outgoing supplier in this scenario. This has been corrected within the Webinar slides.

Q12 Is the increase in IF-021 volumes and associated processing significant? If yes, has it been considered and documented in the NFR's? Switching may be low at the moment but that may not always be the case.

Yes, it has been considered. The Programme does not believe there will be a significant increase in the volume of IF-021s, and of course there will be no increase in the number of Settlement Periods being reported on, but the Programme is reviewing the volumetric estimates and NFRs accordingly.

Q13 The other scenario not described was the disconnection where there is the expectation that the DS send data to UTC midnight, as disconnections occur at UTC midnight (not clock)?

That's correct. In this scenario, the outgoing DS is responsible for the consumption data until the disconnection occurs.