

MRA BSC

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MRA Entry Assessment & BSC Qualification Storyboards

Purpose of this Document

This document provides the storyboards that are to be run for the Market Scenarios Assessment stage of the MRA Entry Process and which may be used as the basis for designing testing required to satisfy the Qualification Requirements under the BSC.

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Administered jointly by:



5th Floor, 10 Fenchurch St.
London
EC3M 4PB



4th Floor, 350 Euston Road
London
NW1 3AW

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MRASCo Web Site: <http://www.mrasco.com>

ELEXON Web Site: <http://www.elexon.co.uk>

1. INTRODUCTION

1.1 Purpose

This document provides the storyboards that are to be run for the Market Scenarios Assessment stage of the MRA Entry Process and which may be used as the basis for designing testing required to satisfy the Qualification Requirements under the BSC.

1.2 Terminology

In this document:

- “Distributor” is used to mean the role of Distributor, a Distribution Business as defined in the MRA or a Licensed Distribution System Operator as defined in the BSC according to the context.
- Registration Service is used to mean the Metering Point Administration Service (MPAS) as defined in the MRA and the Supplier Meter Registration Service (SMRS) as defined in the BSC.
- The terms “Metering Point” (MRA) and “Metering System” (BSC) are directly equivalent.
- The terms “MPAN Core” (MRA) and Metering System ID (MSID) (BSC) are directly equivalent.

1.3 Structure of this Document

This section gives an introduction to the structure and content of the storyboards contained within this document.

Section 2 contains the storyboards applicable to Suppliers. This section is further sub-divided according to market segments (see section 1.4 below).

Section 3 contains storyboards that are applicable to all Distributors.

Organizations need refer only to the sections that pertain to the market role and segment(s) in which they operate or intend to operate.

1.4 Applicability of the Storyboards

These storyboards have been jointly developed and maintained by MRASCo and ELEXON for the purposes of the MRA Entry and Re-Qualification Processes and BSC Qualification Process respectively. This document covers these processes only for Suppliers and Distributors.

The scope of testing required by the MRA Entry Process differs somewhat from that of the BSC Qualification Process, as set out in Table 1 below. Note that Suppliers may opt to operate in only a subset of the available segments and that NHH Domestic is in addition to the requirements of NHH Non-Domestic.

	MRA Market Entry	BSC Qualification
Supplier/Market Segment		
NHH Non-Domestic	✓	✓
NHH Domestic	✓	✗
HH	✓	✓
Distributor/Market Role		

Distributor	✓	x
MPAS/SMRS	✓	✓
SFIC	✓	x
RPS	If service provided	x

Table 1: Comparison of the scope of testing required for the MRA and BSC

The intention is that an organization that is subject to one or both of these processes needs to carry out this series of tests only once in order to satisfy the requirements of both bodies. Provided that comprehensive evidence of the results of each step is retained, this evidence can be presented to both bodies and should enable these bodies to complete their assessment of that aspect of their respective processes. For the specific arrangements that apply to a particular application, the assessment bodies must be consulted.

Section 2 is divided into three subsections covering the Non Half Hourly, Domestic and Half Hourly market segments. An organization may choose to operate as a Supplier in the NHH or HH segments or both and will need to carry out scenarios only for the applicable segment(s). Some of the NHH scenarios refer to Special Needs in the variations. These variations need to be included by organizations supplying, or intending to supply, to Domestic premises as indicated in the Storyboards.

Should there be any information provided in this document that conflicts with the Master Registration Agreement (MRA) or the Balancing and Settlement Code (BSC), the MRA or BSC will take precedence, as appropriate to the assessment process concerned.

1.5 Structure of the Storyboards

Each Storyboard has the following structure:

- **Title:** This starts with the scenario reference (e.g. JSS003) and contains a descriptive title for the scenario. The reference is codified with the following meanings:
 - JSS0xx – Joint Storyboard for Supplier; Non Half Hourly.
 - JSS1xx – Joint Storyboard for Supplier; Half Hourly.
 - JSD2xx – Joint Storyboard for Distributor; Non Half Hourly.
 - JSD3xx – Joint Storyboard for Distributor; Half Hourly.
- **Role:** Denotes the role that is to be performed when carrying out the scenario. Other market roles need not be performed but inputs from other market roles will need to be simulated.
- **Initial Conditions:** Sets out the conditions that must prevail before the scenario can begin. In some cases this involves significant preparation for the organization under test.
- **The Scenario:** Gives a step-by-step description of the events that are to occur within the scenario. The events are described in business terms and it is the organization's responsibility to interpret these into technical activities. Normal business processes must be used for the completion of these key events even if this requires completion of steps that are not explicitly listed in the Scenario.

Some events require the simulation of dataflows, or information in another form, coming into the organisation.

Some events are described that do not involve the role concerned. These are provided only for clarity and need not be actioned by the organization under assessment.

- **Final Conditions:** Sets out the conditions that should prevail when the scenario has been fully completed. The scenario cannot be considered complete until all of the final conditions are met.
- **Variations:** Indicates variations to the scenario. Some of these are additions to the scenario whereas others replace or modify elements of the initial conditions or the scenario. A straightforward re-interpretation of the final conditions may then be required. The assessment body concerned may request that a particular variation is invoked.

1.6 Completion of the Storyboards

During the completion of the Storyboards, the organization is required to create all flows that would normally be sent by them whilst performing the market role covered by the scenario. In addition, they are also required to simulate flows that would normally be received by them during the completion of the scenarios. This includes manual as well as automated information flows.

The Storyboards should not be considered as a definitive list of activities or sequence of events. Rather they are to clarify the objectives of the scenarios as an aid for each participant to produce their own scripts and test strategy if they so wish.

A Distributor is obliged to provide or procure a Registration Service. If this service is not already Approved (MRA) and Qualified (BSC) it must be used in all the Scenarios. Where a Distributor procures an Approved and Qualified Registration Service, it is permissible instead for the communication interface between the procured Registration Service and the Distributor to be simulated in terms of content, timing and communications method for live operation.

When carrying out the scenarios for the Market Scenarios Assessment element of the MRA Entry Process, normal operational timings are to be used, unless agreed otherwise with the assessment body. When carrying out the scenarios as part of an internal testing programme operational timescales are not mandated.

1.7 Glossary of Terms

For definitions of terms used in this document refer to:

- the Master Registration Agreement, The MRA Procedure for Market Entry & Re-qualification (ref.MAP05) or MRA Entry Process Glossary of Terms (ref.10465)
- The Balancing & Settlement Code and associated Code Procedures

1.8 Changes to this document

This document will be subject to change from time to time. Updated versions will be published on the MRASCo and ELEXON websites. Any person with a bona fide interest in the storyboards may suggest a change by contacting either the MRA Service Company via helpdesk@gemserv.com or ELEXON via qualification@elexon.co.uk.

2. STORYBOARDS FOR SUPPLY BUSINESSES

2.1 Applicable to all Non-Half Hourly Suppliers

2.1.1 JSS001 NHH Change of Supplier as New Supplier

Applicant Role: New Supplier

1. Initial Conditions:

- The Customer lives at the premises at which the Metering Point is located.
- The Customer intends to change their Supplier and has received a quotation for supply from the potential New Supplier.
- The New Supplier has retained evidence of all of the above.
- The Metering Point is energised.
- The New Supplier has no recorded history of the Metering Point.

2. The Scenario:

The Customer accepts the terms of the New Supplier. The New Supplier then successfully registers this Change of Supplier (CoS) and receives confirmation of the registration and details of the Old Supplier's registration from the Registration Service. The Old Supplier does not object to the Change of Supply.

The New Supplier appoints its agents to the Metering Point. Each of the agents accepts its appointment and, through the exchange of Customer and Metering Point information between the New Supplier and new agents, the appointment process is completed. This is notified to the New Supplier when it receives confirmation from the appointed Data Collector that the Metering Point is now included in the reading schedules and when the New Supplier receives the Metering Point technical details from the Meter Operator.

On the supply start date the New Supplier contacts the Customer who provides a meter reading. This is forwarded to the New Data Collector who validates the data and notifies the New Supplier that it has been accepted as the change of Supplier meter reading. The Old Supplier also accepts this as the change of Supplier meter reading.

3. Final Conditions:

- The New Supplier registered the Metering Point with the Registration Service with all Supplier-owned items set.
- The New Supplier's systems are up to date with all Customer, Metering Point, CoS reading and agent information.
- The New Supplier has completed any Customer notifications to finalise the CoS according to their normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The Customer has a medical condition and is dependent on the use of a nebuliser.

2.1.2 JSS002 NHH Change of Supplier as Old Supplier

Applicant Role: Old Supplier

1. Initial Conditions:

- The Old Supplier has a recorded history for the Metering Point.
- The Metering Point is on a network operated by a former PES Distributor but outside its local GSP Group.
- The Metering Point is energised.
- The Old Supplier has retained evidence of both of the above.
- The Customer has entered into a contract for electricity supply from a New Supplier.
- The New Supplier has registered the Metering Point with the appropriate Registration Service and all Supplier-owned registration data items are set.

2. The Scenario:

The Old Supplier is notified of the termination of its registration. The Old Supplier has no objection to the change of Supplier registration and therefore terminates the appointment of its agents to the Metering Point.

On the Supply Start Date the Customer provides the New Supplier with a meter reading and the Old Supplier receives notification of this as the Change of Supplier reading. The Old Supplier accepts this reading and uses it as the basis for their final bill, which is then sent to the Customer. The Customer settles the bill and the Customer account is closed.

The Old Data Collector calculates the Annualised Advance and Estimated Annual Consumption for the Metering Point and notifies the relevant parties.

3. Final Conditions:

- The Old Supplier has terminated the appointments for its agents to the Metering Point.
- The Old Supplier has closed the Customer's account according to their normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Metering Point for a former PES Distributor in its local GSP Group;
- Metering Point for a new Distributor.

2.1.3 JSS003 NHH Change of Supplier as New Supplier with Upheld Objection

Applicant Role: New Supplier

1. Initial Conditions:

- The New Supplier has no recorded history for the Metering Point.
- The Customer lives at the premises at which the Metering Point is located.
- The Customer has entered into a contract for electricity supply with the New Supplier.
- The New Supplier has retained evidence of all of the above.
- The Metering Point is energised.

2. The Scenario:

The New Supplier registers the Metering Point with the Registration Service, setting all Supplier-owned registration data items.

The New Supplier receives notification that an objection to the Change of Supplier (CoS) has been raised by the Old Supplier. At the end of the Objection Resolution Period, the New Supplier receives notification that the objection has been upheld and its CoS registration has not been successful.

The New Supplier then carries out its normal business processes for cancellation of this Change of Supplier registration.

3. Final Conditions:

- The New Supplier has used its normal business processes to carry out and then cancel its registration.
- Any agent appointments to the Metering Point that the New Supplier has made have been terminated.
- Any Supplier records of the Metering Point have been deleted or appropriately flagged to ensure billing does not take place.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The Customer contacts the New Supplier within the Objection Period stating that they have not entered into a contract with the New Supplier. The New Supplier follows its procedures for a co-operative objection.

2.1.4 JSS004 NHH Change of Supplier as New Supplier with Resolved Objection, Change of Metering and Disputed Meter Read on Change of Supplier

Applicant Role: New Supplier

1. Initial Conditions:

- A Customer at a Non Half Hourly Metering Point intends to change their Supplier and has received a quotation for supply from a potential New Supplier.
- The Customer has accepted the terms of the New Supplier.
- Bills and correspondence are to be sent to the Customer's son, who lives at a different address.
- The New Supplier has no recorded history for the Metering Point.
- The New Supplier has retained evidence of all of the above.
- The Metering Point is energised.
- A credit, single-rate meter is fitted.

2. The Scenario:

The New Supplier registers the Metering Point for the agreed start date and receives confirmation of the registration and details of the Old Supplier's registration from the Registration Service.

The New Supplier appoints its agents to the Metering Point in accordance with its stated business procedures. Each of the agents accepts the appointment and, through the exchange of Customer and agent details between the New Supplier and the new agents, the appointment process is completed. The New Supplier is notified by their appointed Data Collector that the Metering Point is now included in the reading schedules and by their Meter Operator of the Metering Point technical details.

The New Supplier receives notification that an objection to the Change of Supplier has been raised by the Old Supplier.

The New Supplier is notified by the Registration Service that the Old Supplier has changed the metering to a multi-rate meter). This change became effective during the objection resolution period and before the New Suppliers start date.

Subsequently the New Supplier is informed that the objection to the registration has been removed.

On the Supply Start Date the New Supplier contacts the Customer and the Customer provides a meter reading, which the Supplier forwards to the Data Collector. However, the Supplier receives notification from the Data Collector that the Customer's reading has failed validation. The New Supplier instructs the Data Collector to obtain an actual reading, however, the New Data Collector is unable to obtain access to the meter and on SSD + 8 Working Days, notifies the New Supplier of a deemed Change of Supplier meter reading. The New Data Collector calculates the Annualised Advance (AA) and Estimated Annual Consumption (EAC) for the Metering Point and notifies the relevant parties.

On receiving the final account from the Old Supplier, the Customer disputes the bill. The New Supplier receives a communication from the Old Supplier with regard to the disputed read. The Old and New Supplier agree that in order to resolve the dispute an actual read should be obtained.

The New Supplier arranges this with its appointed Data Collector and an actual read is obtained. The New Supplier receives notification of the new CoS reading, appropriately deemed back to Supply Start Date and of the withdrawn CoS reading.

The New Data Collector re-calculates the AA and EAC for the Metering Point and notifies the relevant parties.

3. Final Conditions:

- The New Supplier is registered for the Metering Point with the Registration Service with all Supplier-owned items correctly set.
- The New Supplier's systems are up to date with all Customer, Metering Point, CoS reading and agent information.
- The New Supplier has completed any Customer notifications to finalise the CoS according to their normal business processes.

4. Variations

None.

2.1.5 JSS005 NHH Change of Supplier as Old Supplier with Resolved Objection & Change of Metering and Disputed Meter Read on Change of Supplier

Applicant Role: Old Supplier

1. Initial Conditions:

- The Old Supplier has a recorded history for the Metering Point.
- A credit, single-rate meter is fitted.
- The Old Supplier has instructed the Meter Operator to change the metering to a multi-rate meter but this has not yet been completed.
- The Metering Point is energised.
- The Old Supplier has retained evidence of all of the above.

2. The Scenario:

The Old Supplier is notified of the termination of its registration. The Old Supplier has a valid reason for objection and successfully notifies the Registration Service of its objection. During the Objection Resolution Period, the Old Supplier resolves the grounds for objection with the Customer and lodges a removal of the objection with the Registration Service, allowing the Change of Supplier to proceed.

The Old Supplier receives notification from its Meter Operator that the metering change became effective during the objection resolution period and before the New Supplier's start date. Subsequently, the related readings are received from the Data Collector.

The Old Supplier de-appoints its agents according to its normal business practices.

The Old Supplier receives notification of the new Change of Supplier reading based on a deemed read. The Old Supplier accepts this reading and sends a final bill to the Customer.

The Old Data Collector calculates the Annualised Advance (AA) and Estimated Annual Consumption (EAC) for the Metering Point and notifies the relevant parties.

The Customer, however, disputes the bill (as it was not based on the reading provided by the Customer to the New Supplier) and the discrepancy in units used is such that an allowance to the Customer is not possible.

The Old Supplier then contacts the New Supplier in order to resolve the dispute. The Old and New Supplier negotiate and agree a reading via the disputes process and arrange for this to be used as the Change of Supplier reading.

The Old Supplier receives notification of the withdrawn and new change of supply readings. The Old Supplier re-sends the closing bill to the Customer based on this new reading and the Customer settles the account.

The Old Data Collector re-calculates the AA and EAC for the Metering Point and notifies the relevant parties.

3. Final Conditions:

- The Old Supplier has terminated the appointments for its agents to the Metering Point.
- The Old Supplier has closed the Customer's account according to their normal business processes.

4. Variations

None.

2.1.6 JSS006 NHH Meter Irregularity Investigation

Applicant Role: Supplier

1. Initial Conditions:

- A Customer on a non-domestic two-rate (day/night) tariff has written to the Supplier indicating that they believe that the consumption recorded by the night register of their meter is too high.
- The Metering Point is energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier processes the Customer enquiry and initiates an investigation into a possible meter irregularity. Following an accuracy check on the meter, the problem is resolved without requiring a change to the meter. The Supplier receives and processes the Meter Reading information obtained during the accuracy check. The Supplier receives notification from the appointed Data Collector of the re-calculated Estimated Annual Consumption (EAC) and Annualised Advance (AA)..

3. Final Conditions:

The Supplier's records have been updated with the suspected fault report, resolution and readings and the Supplier has sent any necessary confirmation to the Customer, all according to their business processes.

4. Variations

None.

2.1.7 JSS007 NHH Change of Meter Technical Details

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has received a request from a Customer to be moved from their current dual rate tariff to a single rate tariff.
- The Supplier has a recorded history for the Metering Point.
- The Metering Point is currently energised.
- The Metering Point is registered to the Supplier and all Registration Data items are up to date.
- The Supplier has retained evidence of all the above.

2. The Scenario:

The Supplier instructs the Meter Operator to change the functionality of the Metering Point to a single rate unrestricted configuration. After the work has been completed the Meter Operator sends the new Meter Technical Details to the Supplier and the Distributor.

The Supplier then updates the Registration Service with details of the new configuration.

The Supplier establishes the Settlement details that will be needed for the new tariff and informs the Data Collector according to their normal business practices.

The Meter Operator forwards the meter readings for both the old and new configurations to the Data Collector. The Data Collector then validates the Meter Readings.

The DC forwards the calculated Annualised Advance (AA) and the EAC to both the Supplier and the Data Aggregator.

3. Final Conditions:

- The Metering Point has been moved from a dual rate tariff to a single rate tariff.
- The change of Profile Class has resulted in a change of Standard Settlement Configuration (SSC) with subsequent changes to Meter Timeswitch Code (MTC), and Time Pattern Regime (TPR).
- The Data Collector has received the Initial EAC data from the Supplier.
- The Supplier has received the initial and final readings for the old and new meter configurations from the Data Collector.

- The Supplier has notified the Customer of the change according to their normal business processes.
- All changes in registration data have been notified to the Registration Service and confirmation has been received by the Supplier.

4. Variations

None.

2.1.8 JSS008 NHH Revenue Protection Services Investigation

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has an existing Customer from a recent new connection.
- The Metering Point is energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all of the above.
- The Non Half Hourly (NHH) Data Collector (DC) has visited the site for the first regular cycle read and notices a possible meter irregularity.

2. The Scenario:

The Supplier receives a Meter Reading from the NHH DC which has passed Settlement validation, along with the Estimated Annual Consumption (EAC) and Annualised Advance (AA) derived from the reading and also notification of a possible meter irregularity. The Supplier requests the RPS to investigate the suspected problem.

3. Final Conditions:

- The Supplier's records for the Metering Point have been updated with all information received according to their normal business processes.
- The Supplier has initiated an investigation into a possible meter irregularity.

4. Variations

None.

2.1.9 JSS009 NHH De-energisation of a Metering Point

Applicant Role: Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service with all Registration Data items set.
- The Metering Point is currently energised.
- The Supplier has a recorded history for the Metering Point.
- The Customer has approached their Supplier requesting temporary de-energisation of the meter.
- The Customer has temporarily vacated their premises whilst major re-construction work is completed on the site.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier contacts the Customer and agrees a date and time when the work should be carried out. The Customer provides a new mailing address for all correspondence until completion of the re-construction work.

The Supplier instructs the Meter Operator to de-energise the Metering Point.

The Meter Operator carries out and completes the work, including taking a meter reading at the time of de-energisation, and notifies the appropriate participants accordingly. The Supplier updates the registration details with the Registration Service and receives confirmation of this. The Supplier receives and processes the de-energisation meter reading.

The Data Collector calculates the Estimated Annual Consumption (EAC) and Annualised Advance (AA) for the de-energised meter and notifies the relevant Market Participants.

3. Final Conditions:

- The Metering Point is de-energised and changed details have been notified to all relevant Market Participants.

- The Supplier's systems have been appropriately updated.
- The Registration Service has been updated with the new energisation status.
- The Supplier has received a validated Meter Reading.
- The Customer has been notified of the successful de-energisation according to the Supplier's normal business processes.

4. Variations

None.

2.1.10 JSS010 NHH Disconnection of a Metering Point

Applicant Role: Supplier

1. Initial Conditions:

- The Customer has approached the Supplier and asked for the Non Half Hourly (NHH) Metering Point to be disconnected (their premises are due to be demolished and so there is no prospect of the Metering Point being used again).
- The Metering Point is registered to the Supplier.
- The Metering Point is de-energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all the above.

2. The Scenario:

The Supplier receives a request from the Customer and consequently requests the Distributor to disconnect the Metering Point.

The Distributor carries out the disconnection and then updates their Registration Service, notifies other market participants according to their normal business processes and sends the final meter reading to the Data Collector for Validation. The Registration Service confirms details of the disconnection to the Supplier.

The Supplier receives the validated Meter Readings and Annualised Advance (AA) data from the Data Collector and processes them and then notifies its agents of the end of their appointments.

3. Final Conditions:

- The Metering Point is disconnected.
- The Registration Service has been updated with details of the disconnection and the Supplier has informed other Market Participants appropriately.
- The Customer has received confirmation of the successful disconnection.
- The Supplier's systems have been updated following the disconnection and evidence has been retained.
- The correct AA, based on the final reading, has been entered into settlement.

4. Variations

None.

2.1.11 JSS011 NHH Metering Point Energisation

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has a recorded history for the Metering Point.
- The Metering Point is registered to the Supplier with all registration data items set.
- A Non Half Hourly credit meter is fitted and the Metering Point has been de-energised awaiting completion of structural work.
- The structural work is now complete and the Customer has approached their Supplier to re-energise the Metering Point.
- The Customer has no special needs.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier instructs the Meter Operator to energise the Metering Point. The Meter Operator goes on site but cannot energise the Metering Point as they are not technically competent to deal with the situation they find. The Supplier is informed of this and tasks the Distributor with the energisation. The Distributor successfully energises the Metering Point, takes an initial meter reading and notifies the Supplier of the successful energisation. The Supplier updates the Registration Service appropriately, receives and processes the initial meter reading and notifies the Customer according to their normal business processes. The Data Collector calculates the Estimated Annual Consumption and Annualised Advance for the Metering Point and notifies the relevant parties.

3. Final Conditions:

- The Metering Point is successfully energised.
- All changes in registration data have been notified to the Registration Service and confirmation has been received by the Supplier.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Metering Point for a former PDSO in its GSP Group.

- Metering Point for a new Distributor.

2.1.12 JSS012 NHH New Metering System, Initial Registration, Energisation, Initial SVA

Applicant Role: Supplier

1. Initial Conditions:

- There is no record of the Metering Point on the Supplier's systems.
- The Customer is building a new house in the garden of their present home.
- The new property has only a plot address.
- The Customer has no special needs.
- The Customer has requested their present Supplier to install the New Connection.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier requests the Distributor to install a supply cable to the new property.

The Supplier receives notification from the Distributor that the new Non Half Hourly (NHH) Metering Point has been established.

The Supplier confirms to their Customer that the new Metering Point has been established and provides a quotation for supply which the Customer accepts.

The Supplier registers the Metering Point and receives confirmation of the registration from the Registration Service.

The Supplier appoints its agents. All of the agents confirm acceptance of their appointments and the appointment process is completed by the exchange of Customer and agent details between the Supplier and its agents.

The Meter Operator is instructed to install metering equipment, and in due course confirms to the Supplier that installation has been completed and that energisation took place on the agreed Supply Start Date.

The Supplier receives Meter Technical Details and Mapping Details from the Meter Operator and updates registration details with the Registration Service as necessary.

The Supplier establishes, with the Data Collector, settlement details and the initial Estimated Annual Consumption (EAC) to be applied to the Metering Point.

The Supplier receives updated Registration Data from the Registration Service including the Line Loss Factor Class.

The Data Collector processes the initial meter reading taken by the Meter Operator and passes this on to the Supplier together with initial EAC information and the reading schedule.

3. Final Conditions:

- The Metering Point is registered to the Supplier with all registration data items set.
- All relevant Customer data, registration data, metering and mapping details and the initial reading plus the initial EAC are recorded on the Supplier's systems.
- The Supplier has completed any Customer notifications to finalise the New Connection and its Registration according to their normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- New Metering Point is on an independent distribution network.

2.1.13 JSS013 NHH Bulk Change of Agent

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has a large number of Metering Points registered on a particular Distributor (i.e. greater than the 'Bulk Change of Agent' threshold for the Registration Service).
- The Supplier has decided that it will change the NHH Data Collector it uses for all Metering Points on the particular Distributor but will retain the services of the currently appointed Meter Operator and Data Aggregator.
- The Supplier has a contract in place with the new Data Collector and they have agreed a date on which the transfer of responsibility is to take place
- All registration data for the Metering Points is complete and up to date with the Registration Service.
- Only three of these Metering Points are to be used to demonstrate this scenario.
- The Supplier has a recorded history for the Metering Points.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier makes the necessary arrangements for the bulk Change of Agent and then appoints the New Data Collector to the Metering Points concerned. Through the exchange of Customer and Metering Point information between the Supplier, New Data Collector and existing agents, the appointment process is completed. This is notified to the Supplier when it receives confirmation from the appointed Data Collector that the Metering Points are now included in the reading schedules. The Supplier updates its records accordingly.

3. Final Conditions:

- The Supplier has appointed a new Data Collector for the Metering Points
- The Supplier has received confirmation that the Metering Points are included in the reading schedules.
- The Supplier's records are complete and reflect the change of Data Collector

- All relevant market participants have been appropriately updated with changed information.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The new Data Collector uses bundled dataflows, where possible, to reduce the costs of communicating with other Market Participants.

2.1.14 JSS014 NHH Exception Report Processing (D0095)

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has a large number of Metering Points registered with a Registration Service, appointed to a single Data Aggregator (DA).
- Only two Metering Points will be used for the purpose of this scenario.
- The Supplier has a recorded History for all the Metering Points.
- The Supplier has retained evidence of all the above.

2. The Scenario:

The Supplier receives a NHH exception report (D0095) from their appointed Data Aggregator in line with the D0095 Settlement calendar.

The Supplier logs the information contained in the report according to their exception management process. As part of this process the Supplier identifies the material exceptions, those that are duplications and any of the exceptions that are already being dealt with.

For the material exceptions, the Supplier investigates why the exception has occurred and identifies any corrective actions needed. The Supplier also carries out an investigation to find the 'root cause' of the exception to prevent it occurring in the future.

As a result of the investigation they find that both of the exceptions can be cleared by updating the Registration Service with details of the correct Data Collector (DC) for the Metering Points.

3. Final Conditions:

- The Supplier has updated the Registration Service to reflect the correct DC for the Metering Points.
- The Supplier has kept records of all exceptions, the identified causes and any actions taken to resolve them.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The exception was caused by a mismatch in energisation status between the DC and Distributor's Registration Service records.
- The exception was caused by a gap in the consumption data received by the DA.

2.1.15 JSS015 NHH Resolution of an Erroneous Transfer

Applicant Role: New Supplier

1. Initial Conditions:

- The Metering Point is energised.
- The Customer lives at the premises at which the Metering Point is located.
- The Customer has entered into a contract for electricity supply with the New Supplier.
- The New Supplier has successfully registered the Metering Point with the Registration Service with all Supplier-owned items set.
- The New Supplier has retained evidence of all of the above.

2. The Scenario:

The New Supplier sends the first bill to the Customer.

The New Supplier then receives a phone call from the son of the Customer stating that his father is elderly and mentally infirm and has no recollection of signing a supply contract. Further, he wants to remain with the Old Supplier.

The New Supplier follows its Erroneous Transfer procedures and agrees with the Old Supplier the arrangements for billing and the re-registration of the Customer by the Old Supplier. The Customer's Old Supplier re-registers the Metering Point and the New Supplier does not object.

3. Final Conditions:

- The New Supplier has terminated the appointments for its agents to the Metering Point.
- The New Supplier has closed the Customer's account according to their normal business processes.

4. Variations:

None.

2.2 Applicable to Non-Half Hourly Suppliers to Domestic Premises

2.2.1 JSS021 NHH Prepayment Change from Credit meter to Pre-Payment Metering

Applicant Role: Supplier

1. Initial Conditions:

- An unoccupied rental house is currently on a Single Rate Credit Meter. The owner requires the metering to be changed to a Pre-Payment Meter (PPM).
- The owner has approached the Supplier to request this change to the metering.
- The Metering Point is registered to the Supplier and all registration data items are up to date.
- The Metering Point is in a geographic area where key meters are provided for pre-payment purposes.
- The Metering Point is energised.
- The Supplier has a recorded history for the Metering Point.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier processes the request and instructs the Meter Operator to replace the Meter. The Supplier also arranges for a Key to be issued to the Customer.

The Meter Operator confirms that the installation has been successful and provides the new Metering Point technical details, along with details of the removed Meter. The Meter Readings taken at the time of the Meter replacement are passed to the Data Collector; the Data Collector processes these readings and passes them on to the Supplier.

The Supplier updates all relevant Market Participants with appropriate data.

3. Final Conditions:

- The meter has been replaced with a key Pre-Payment Meter.
- The Supplier has received the initial and final readings of the old and replacement meters from the Data Collector
- The Supplier has notified all relevant Market Participants of the metering change.

- The Supplier has notified the Customer of the change according to their normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Replacement with a token pre-payment meter
- Replacement with a smart card pre-payment meter

2.2.2 JSS022 NHH Prepayment Change of debt recovery rate on smartcard and irregularity detection

Applicant Role: Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service and the Registration Details are complete and up to date.
- A smartcard meter is currently fitted and is energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has identified the need to change the Debt Recovery Rate that is applied to the Meter.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier instructs the Prepayment Meter Infrastructure Provider (PPMIP) to change the Debt Recovery Rate at the meter.

The Customer subsequently recharges their Smartcard and the Supplier receives notification from the PPMIP of the purchase and the details that have been written to, and read from, the Customer's Smartcard. The Supplier notifies its appointed metering agents appropriately.

Several days later, the Customer recharges the Smartcard for a second time. Again the Supplier receives notification from the PPMIP of the purchase and the details that have been written to, and read from, the Customer's Smartcard and the Supplier notifies its metering agents.

The Supplier also receives a status report revealing that the supply to the Metering Point appears to have been interrupted. The Supplier processes this report and passes the detail on to the Revenue Protection Service for further investigation.

The Supplier receives and processes validated readings from its appointed Data Collector at appropriate points throughout the scenario.

3. Final Conditions:

- The Supplier has received confirmation that the changed Debt Recovery Rate is active on the Meter.

- The Supplier's records for the Metering Point have been updated with all relevant data received from the PPMIP and its appointed Metering Agents.
- The Supplier has requested an investigation of the Metering Point by the Revenue Protection Service.

4. Variations

None.

2.2.3 JSS023 NHH Prepayment Token Transactions and new Customer ID card

Applicant Role: Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service and all registration data items are set
- A Token Meter is currently fitted and is energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

In response to the daily polling prompt, the Prepayment Meter Infrastructure Provider (PPMIP) provides the Supplier with the token transaction details. A Supplier audit of this information identifies the need to adjust the Debt Recovery Rate of the meter.

The Supplier instructs the Meter Operator to make a special visit to the meter to make the required changes.

The Supplier receives notification from the Meter Operator of the meter settings following the site visit and receives the processed meter readings from the Data Collector

Separately, the Supplier is notified by the Customer that their Customer Prepayment ID card is damaged. The Supplier decides to replace it and instructs the PPMIP to send a replacement card to the Customer.

3. Final Conditions:

- The Supplier has instructed the Meter Operator to alter the Debt Recovery Rate on the meter.
- The Supplier has instructed the PPMIP to issue a replacement Customer Prepayment ID card.
- The Supplier's records for the Metering Point have been updated with all relevant data received from the PPMIP and its appointed Metering Agents.

4. Variations

None.

2.2.4 JSS024 NHH Prepayment Debt Transfer

Applicant role: New Supplier

1. Initial Conditions:

- A Prepayment Meter (PPM) is installed at the Metering Point;
- The Customer has a debt with their existing Supplier, repayment of which is scheduled by use of the Debt Recovery facilities of the meter;
- The debt is not a complex debt and is of between £21 and £200;
- The Customer has entered into a contract for electricity supply with the New Supplier, who has retained evidence of this;
- The New Supplier has no recorded history of the Metering Point.

2. The Scenario

The New Supplier registers the Metering Point with the Registration Service. The New Supplier receives notification of an objection to the Change of Supplier.

The Customer approaches the New Supplier to inform them that the reason for the objection is outstanding debt on their account and they wish to progress the option of Debt Assignment. The New Supplier explains debt assignment processes and DPA requirements to them. The Customer decides to proceed and gives consent to the New Supplier to initiate the debt transfer. The New Supplier requests debt information from the Old Supplier. Upon receipt of the debt information the New Supplier decides to continue and notifies the Old Supplier that the Debt Assignment process will proceed.

In the meantime, the objection resolution window expires and the objection is upheld.

The New Supplier issues a new Metering Point Registration request to MPAS to restart the registration process. The New Supplier is notified by the Old Supplier of the total outstanding debt and verifies the amount. The New Supplier receives an invoice from the Old Supplier and settles the outstanding amount.

The Change of Supplier process continues and completes as normal, with the Supplier applying appropriate Debt and Debt Recovery settings to the pre-payment device and issuing this to the Customer.

3. Final Conditions

- The Metering Point is registered to the New Supplier on the Registration Service with all Supplier-owned items set;
- The New Supplier's systems are up to date with all Customer, Metering Point and agent information;
- The New Supplier has completed any Customer notifications to finalise the CoS and Debt assignment according to its normal business processes.

4. Variations

None.

2.2.5 JSS025 NHH Change of Tenancy (CoT)

Applicant Role: Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier;
- The Metering Point is currently energised;
- A customer who is elderly and partially sighted has moved into the premises.

2. The Scenario:

The new customer informs the Supplier that they have recently moved into the premises and provides the meter reading.

The Supplier then updates the customer's records and notifies other market participants according to their normal business processes.

The Supplier confirms with the new customer their account details and change of tenancy reading according to their normal business processes.

3. Final Conditions:

- All relevant market participants have been notified of the Change of Tenancy details.

4. Variations

None

2.3 Applicable to all Half Hourly Suppliers

2.3.1 JSS101 HH New Metering System, Initial Registration, Energisation,

Applicant Role: Supplier

1. Initial Conditions:

- A Customer has approached the Supplier requesting a cable installation for the connection of a new, Half Hourly Metering Point and has entered into a supply contract.
- The Customer Mailing Address is different from the address of the new connection.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier approaches the Distributor for a new connection on behalf of the Customer. The Supplier receives notification that the installation has been completed and also receives the necessary Metering Point information. The Supplier confirms to the Customer that the installation has been completed.

The Supplier registers the new connection (as de-energised initially) and receives confirmation of the registration from the Registration Service.

The Supplier appoints its agents for the Metering Point. All of the agents confirm that the appointment is accepted and, through the exchange of Customer and agent details between the Supplier and the agents, the appointment process is completed.

The Supplier instructs the Meter Operator to install and energise the metering equipment at the new connection. The Meter Operator confirms to the Supplier that both the installation and energisation occurred on Supply Start Date (SSD) and also provides confirmation that the proving tests have been completed and the Meter Technical Details.

The Supplier receives confirmation from the appointed Data Collector that the Metering Point has been included into the reading schedules, the initial reading taken from the newly installed meter and the first day's advances.

Later, following the allocation of a postal address by the Royal Mail, the Supplier receives notification of the postal address of the Metering Point from the Registration Service.

3. Final Conditions:

- The Metering Point is registered to the Supplier on the Registration Service with all Supplier-owned items set.
- The New Supplier's systems are up to date with all Customer, Metering Point, agent and reading information according to the requirements of the Supplier's normal business processes.
- The Supplier has received and fully processed all notifications and confirmations according to their normal business processes.
- All agents are appointed and the Metering Point is in the read schedule of the Data Collector (DC)

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Supplier may initially send either skeleton or full registration details to the Registration Service. A skeleton registration must be followed by completion of the registration later (but before the SSD) once the additional details are known.

2.3.2 JSS102 HH Change of Supplier as New Supplier

Applicant Role: New Supplier

1. Initial Conditions:

- The New Supplier has no recorded history for the Metering point
- The Customer has entered into a contract for electricity supply with the New Supplier
- The Customer does not live at the premises at which the Metering Point is located and has a separate correspondence address
- The New Supplier has retained evidence of all of the above
- The Metering Point is energised

2. The Scenario:

The New Supplier verifies the Metering Point details provided in the contract and then successfully registers the Change of Supplier (CoS) and receives confirmation of the registration and details of the Old Supplier's registration from the Registration Service. The Old Supplier does not object to the CoS.

The New Supplier appoints its agents to the Metering Point. All of the agents confirm that the appointment is accepted and, through the exchange of Customer and Metering Point information between the New Supplier and the agents, the appointment process is completed.

The New Supplier receives confirmation from the appointed Data Collector that the Metering Point is now included in the meter reading schedules and, subsequently, receives meter advances for the first day's supply.

The New Supplier receives the Metering Point technical details from the new Meter Operator.

The Data Aggregator calculates aggregated data for the first day of supply and notifies the relevant market participants.

3. Final Conditions:

- The Metering Point is registered to the New Supplier on the Registration Service with all Supplier-owned items set.
- New Supplier's systems are up to date with all Customer, Metering Point and agent information.
- The first day's advances have been received by the Supplier.

- The New Supplier has completed any Customer notifications to finalise the CoS according to its normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Metering Point for a former Distributor in its GSP Group;
- Metering Point for a new Distributor.

2.3.3 JSS103 HH Change of Supplier as Old Supplier

Applicant Role: Old Supplier

1. Initial Conditions:

- The Old Supplier has a recorded history for the Metering Point
- The Metering Point is energised
- The Old Supplier has retained evidence of all of the above
- The Customer has entered into a contract for electricity supply from a New Supplier
- The New Supplier has registered the Metering Point with the appropriate Registration Service.

2. The Scenario:

The Old Supplier is notified of the termination of its registration. The Old Supplier has no objection to the Change of Supplier (CoS) registration and therefore terminates the appointment of its agents to the Metering Point.

The Old Supplier receives meter advances for the last day of their liability for the Metering Point.

The Data Aggregator calculates aggregated data for the last day of the Old Supplier's registration and notifies the relevant parties.

3. Final Conditions:

- The Old Supplier has terminated the appointments for its agents to the Metering Point
- The Old Supplier has closed the Customer's account according to its normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Metering Point for a former Distributor in its GSP Group;
- Metering Point for a new Distributor.

2.3.4 JSS104 HH Change of Supplier as Old Supplier with upheld objection due to erroneous registration

Applicant Role: Old Supplier

1. Initial Conditions:

- The Old Supplier has a recorded history for the Metering Point
- The Metering Point is energised
- The Old Supplier has retained evidence of all of the above
- The Customer has NOT entered into a contract for electricity supply with a New Supplier
- The New Supplier has registered the Meter Point with the appropriate Registration Service.

2. The Scenario:

The Old Supplier is notified of the termination of its registration. Subsequently, the Old Supplier is contacted by the New Supplier and it is agreed that the New Supplier has made the registration in error. The Old Supplier agrees to raise an objection to cancel the CoS. The Old Supplier raises an objection within the objection raising period and receives confirmation back from the Registration Service that the objection has been accepted. At the end of the Objection Resolution Period, the Old Supplier receives confirmation that the New Supplier's registration has been deleted.

3. Final Conditions:

- The Old Supplier's records for the Metering Point show that it is unchanged from the initial conditions.
- Throughout the story the Old Supplier has processed all notifications according to their normal business processes.

4. Variations

None.

2.3.5 JSS105 HH Meter Re-configuration

Applicant Role: New Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service and the registration data is complete and up to date.
- The Metering Point is energised.
- The meter has a reactive register which is inactive.
- The Supplier has a recorded history for the Metering Point.
- The Supplier requires the reactive registers to be activated for that Metering Point.
- The Supplier has agreed with the Customer when the work can be carried out.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier instructs the Meter Operator to activate the reactive (kVArh, import) register on the existing meter.

The Supplier receives confirmation from the Meter Operator that the changes have been successfully implemented and proving tests completed.

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The meter readings taken before and after the change are processed, validated and passed on to the Supplier.

3. Final Conditions:

- The meter has been re-configured and the updated meter details have been notified to all relevant parties.
- The Supplier's records have been updated with all of the changed metering data.
- The Supplier has sent any necessary confirmation to the Customer according to its business processes.

4. Variations

None.

2.3.6 JSS106 HH De-energisation of a Metering Point

Applicant Role: Supplier

1. Initial Conditions

- The Metering Point is registered to the Supplier with the Registration Service with all Registration Data items set.
- The Metering Point is currently energised.
- The site is High Voltage.
- The Supplier has a recorded history for the Metering Point.
- The Customer has written to their Supplier requesting de-energisation.
- The Supplier processed this request and has agreed the date and time when the work should be carried out.
- A mailing address, to where all correspondence is to be sent, has been agreed.
- The Supplier has retained evidence of all of the above.

2. The Scenario

The Supplier instructs the Distributor to carry out the de-energisation.

The Distributor arranges the collection of the final data with the Data Collector and carries out the work to de-energise the Metering Point.

The Supplier receives confirmation of the de-energisation and notifies the Customer and Market Participants appropriately, according to its normal business processes.

The Supplier receives the advances for the date of the de-energisation.

3. Final Conditions

- The Metering Point is de-energised and details have been notified to all relevant Market Participants.
- The Supplier's systems have been appropriately updated.

4. Variations

None.

2.3.7 JSS107 HH Disconnection

Applicant Role: Supplier

1. Initial Conditions:

- The Customer has approached the Supplier and asked for the Half Hourly (HH) Metering Point to be disconnected (the property is derelict and so there is no prospect of the Metering Point being used again).
- The Metering Point is registered to the Supplier.
- The Metering point is de-energised.
- The Supplier has recorded history for the Metering Point.
- The Supplier has retained evidence of all the above.

2. The Scenario:

Following a request from a Customer the Supplier instructs the Distributor to physically disconnect the Metering Point.

The Supplier receives notification from the Distributor that the disconnection has been successful, but that it took place three working days after the requested date.

The Distributor then updates the Registration Service and sends the final Meter Reading to the Data Collector for validation and the Registration Service in turn confirms details of the successful disconnection to the Supplier.

The Supplier receives the final advances from the Data Collector.

3. Final Conditions:

- The Metering Point is disconnected.
- The Registration Service has been updated with details of the disconnection and the Supplier has informed other Market Participants appropriately.
- The Customer has received confirmation of the successful disconnection.
- The Supplier's systems have been updated following the disconnection and evidence has been retained.

4. Variations

None.

2.3.8 JSS108 HH Metering Equipment Fault & RPS Report

Applicant Role: Supplier

1. Initial Conditions:

- The Half Hourly Metering Point is registered to the Supplier and all registration data items are set.
- The Metering Point is energised.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Customer at the Metering Point suspects there is a problem with the consumption being recorded for that Metering Point and informs their Supplier of the suspected problem. The Supplier instigates an investigation into a possible meter irregularity. Following appropriate checks on the metering and the communications equipment, the Meter Operator is able to resolve the problem without making any changes to the meter. Whilst on site the Meter Operator notices evidence of irregularities that may require further investigation by the RPS. The Meter Operator notifies the Supplier of this and the Supplier uses its normal business processes and arrangements to investigate the suspected problem.

3. Final Conditions:

- The Supplier has initiated an investigation into the suspected problem.
- The Supplier's systems have been updated to include a record of the suspected problem according to their normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- Meter Operator makes a like-for-like meter replacement with proving test
- Invalid Data Collected, Suspected Metering System Fault Reported & Rectified
- Data Collector provides estimated readings/advances for the period leading up to the fault correction and actual readings/advances for the period following rectification.

2.3.9 JSS109 HH Multiple Change of Data Collector and Data Aggregator

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has three Metering Points registered with a Registration Service.
- The Supplier has decided that it will change the Half Hourly (HH) DC and DA it uses for all Metering Points on the particular Registration Service but will retain the services of the currently appointed Meter Operator.
- The Supplier has contracts in place with the new DC and DA and they have agreed a date on which the transfer of responsibility is to take place.
- All Registration Data for the Metering Points is complete and up to date on the Registration Service.
- The Supplier has recorded history for the Metering Points.
- The Supplier has retained evidence of all of the above.

2. The Scenario:

The Supplier appoints the New DC and DA to the three Metering Points concerned. Through the exchange of Customer and Agent details and Metering Point information between the Supplier, new and existing Agents, the appointment process is completed. This is notified to the Supplier when it receives confirmation from the newly-appointed DC that the Metering Point is included in the reading schedules and the Supplier updates its records accordingly.

3. Final Conditions:

- The Supplier has appointed a new DC and DA for the Metering Points.
- The Supplier has received confirmation that the Metering Points are including in the reading schedules.
- The Supplier's records are complete and reflect the change of DC and DA.
- All applicable Market Participants have been appropriately updated with changed information.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- One, or both, of the new metering agents uses bundled dataflows, where possible, to reduce the costs of communicating with other Market Participants.

2.3.10 JSS110 NHH to HH Change of Measurement Class (No Change of Supplier)

Applicant Role: Supplier

1. Initial Conditions:

- The Metering Point is registered to the Supplier on the Registration Service as Non-Half Hourly (NHH) with all Registration Data items set.
- The Metering Point is energised
- The Supplier has a recorded history for the Metering Point.
- The Customer has approached the Supplier with a view to changing the metering to Half Hourly (HH).
- The Customer has chosen a New Meter Operator who is qualified in both NHH and HH market sectors.
- The Customer has accepted the contractual terms offered by the Supplier and has instructed that the change of metering should proceed.
- The Supplier has retained evidence for all of the above.

2. The Scenario:

The Supplier liaises with its prospective HH Agents regarding the proposed Change of Measurement Class (CoMC) for the Metering Point and a date and time for the change is agreed by all, including the Customer.

Prior to the agreed date for the change of metering, the Supplier appoints the new HHMO, HHDC and HHDA to the Metering Point and terminates the appointments of the old Agents, all effective according to the agreed date for the change of metering.

The new Agents confirm acceptance of their appointments and the appointment process is completed via the exchange of Customer details, Agent details and settlement details as necessary between the Supplier and Supplier Agents.

The Supplier instructs the new HH Meter Operator to carry out the change of metering and provides information regarding the functionality of the HH meter to be installed and further configuration details as required.

The HHMO confirms, to the Supplier, the date that they intend to carry out the change of metering.

By arrangement with the Old Meter Operator, the new (HH) Meter Operator visits the site, takes a final NHH reading, removes the NHH metering equipment and installs the new HH Metering equipment.

The New Meter Operator passes the final NHH reading to the Old Meter Operator.

The New Meter Operator informs the Supplier, new HHDC and Distributor of the Meter Technical Details of the New Metering System.

The New Meter Operator initiates proving of the new Metering System and informs the Supplier and the Distributor of the successful outcome.

The Old (NHH) Meter Operator informs the Supplier of the removal of the old meter, processes the final NHH reading and sends a Valid Data Report to the Old Data Collector, who processes this and forwards it on to the Supplier.

The Old Data Collector sends the updated Estimated Annual Consumption (EAC) and Annualised Advance (AA) to the Supplier.

The Supplier updates the Registration Service as necessary with the new Agent details, metering details and the changed Measurement Class.

The Supplier receives confirmation from the New Data Collector that the Metering Point is included in the reading schedules and also confirms the retrieval method and settlement details to be applied to the Metering Point.

The New Data Collector processes the initial meter reading taken by the New Meter Operator and passes this on to the Supplier and subsequently provides the first day's advances.

3. Final Conditions:

- The Registration Service has been updated with all necessary changes to the Registration Data resulting from the change of metering.
- All relevant Customer data, Registration Data, metering and mapping details and the initial reading are recorded on the Supplier's systems.
- The Supplier's history for the Metering Point clearly shows the transition from Non-Half Hourly to Half Hourly, including agent appointments/de-appointments, change of meter details, final and initial readings for the meters concerned.
- The Customer has been notified of the successful Change of Metering according to the Supplier's normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The CoMC is triggered by the Meter Operator, who is qualified as both NHHMO and HHMO, identifying consumption change.

2.3.11 JSS111 HH Gain Coincident with Change of Measurement Class

Applicant Role: New Supplier

1. Initial Conditions:

- The Customer at a Non Half Hourly Metering Point has approached the Supplier for a quote for supply.
- It is identified that it would be advantageous for the metering point to be changed from non-Half Hourly billing to Half Hourly billing.
- The Customer has accepted the contractual terms for Supply offered by the Supplier, has instructed them to register the metering point and change the Measurement Class to Half Hourly.
- The Customer has also selected the Meter Operator that they wish to be appointed to the Metering Point. This Meter Operator is qualified in both Non Half Hourly (NHH) and Half Hourly (HH) markets in the area concerned.
- The Metering Point is currently energised.

2. The Scenario:

The New Supplier liaises with its prospective HH Agents on the proposed CoMC for the metering point, and a date and time for the change is agreed by all, including the customer.

The New Supplier successfully registers the Change of Supply on the Distributor's registration service, and the registration service notifies the Old Supplier of the impending loss. The Old Supplier chooses not to object.

The New Supplier uses its business processes to appoint the new Meter Operator and other agents to the Metering Point prior to Supply Start Date. Each of the agents accepts its appointment and, through the exchange of Customer and Metering Point information between the New Supplier and new agents, the appointment process is completed.

The New Supplier instructs the new Meter Operator to carry out the CoMC, providing information on the meter functionality of the (HH) meter to be installed. The new Meter Operator confirms the intended date for CoMC.

Having made appropriate arrangements with the old NHH MO, the new Meter Operator (MO) visits the site, reads and removes the old metering, installs new metering and passes the final readings to the old NHH MO.

The new Meter Operator informs the New Supplier, new HH Data Collector (DC) and Distributor of the Meter Technical Details for the new metering system.

The new Meter Operator initiates proving of the new metering system and informs the New Supplier and Distributor of the successful outcome.

The New Supplier updates the Distributor's registration service as required.

The New Supplier receives confirmation from the new Data Collector that the metering point is now included in the reading schedules and of the retrieval method and settlement details to be applied to the metering point. Initial readings and advances from the installation are sent to the supplier from the new HHDC.

3. Final Conditions:

- The Metering Point is registered to the New Supplier on the Registration Service with all Supplier-owned items set.
- The Measurement Class has been changed to Half-Hourly.
- Metering agents have been appointed.
- The New Supplier's systems are up to date with all Customer, Metering Point and agent information.
- The initial readings and the first day's advances have been received by the Supplier.
- The New Supplier has completed any Customer notifications to finalise the CoS & CoMC according to its normal business processes.

4. Variations

None

2.3.12 JSS112 HH Exception Report processing (D0235)

Applicant Role: Supplier

1. Initial Conditions:

- The Supplier has a large number of Metering Points registered on a particular Registration Service appointed to a particular Data Aggregator (DA).
- Only two Metering Points will be used for the purpose of this scenario.
- The Supplier has a recorded History for all the Metering Points.
- The Supplier has retained evidence of all the above.

2. The Scenario:

The Supplier receives a Half Hourly (HH) exception report from one of its appointed DA's. In line with their established business process, the Supplier logs the exceptions and checks to see if any have already been resolved or are currently under investigation.

The Supplier takes actions to resolve all the material exceptions and where necessary asks for further information from the DA, relevant Data Collector(s) (DC) and the Registrations Service(s).

Following investigation, the Supplier discovers that the exceptions are due to the DA's view of the information on the Registration Service not being consistent with the actual information on the Registration Service. The Supplier requests the DA to request a selective refresh of the data from the Registration Service

3. Final Conditions:

- The Supplier has resolved or all material exceptions.
- The DA's view of the Registration Service has been amended, clearing the two particular exceptions.
- The Supplier has kept records of all exceptions, the identified causes and any actions taken to resolve them.

4. Variations

None.

3. STORYBOARDS FOR DISTRIBUTORS

3.1 Non-Half Hourly Storyboards applicable to all Distributors

3.1.1 JSD201 NHH Change of Supplier with initial Registration Rejection

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to the Old Supplier with the Registration Service.
- All registration data items are set.
- All correspondence is to be sent to the Metering Point Address.
- The premise has a stair lift fitted, which the Customer needs for access to the upstairs.
- The Metering Point is energised.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

The New Supplier attempts to register the Metering Point on the Distributor's registration service with a Supply Start Date (SSD) 29 calendar days in the future. The registration request is rejected and subsequently re-submitted using the minimum registration data with the SSD set to a date between 1 and 28 calendar days in the future.

The registration is accepted and the Registration Service sends confirmations and notifications to the New and Old Supplier and to the Distributor as required.

The Old Supplier does not object to the Change of Supply.

The New Supplier appoints its Metering Agents, who are different from those of the Old Supplier, and updates the Registration Service with all the new agent details. The Registration Service sends the necessary notifications to the old and new Metering Agents according to their normal business processes.

The Distributor receives confirmation from the newly-appointed Data Collector that the Metering Point is now included in the reading schedules.

A Change of Supplier reading provided by the Customer is forwarded to the New Data Collector who verifies that this can be used as a valid Change of Supplier Reading and the New Data Collector provides notification of this reading to the New Supplier and the Distributor.

After the SSD the Distributor has a planned outage due in the street where the Metering Point is located. The Distributor advises the Customer, the New Supplier and Systems Fault Information Centre (SFIC) according to their normal business processes.

3. Final Conditions:

- The Registration Service is up to date with the New Supplier's registration to the Metering Point, from their requested date and with all registration data items set to correct values.
- The Distributor's systems are up to date with all Customer and metering information.
- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other Market Participants by the Distributor according to their normal business processes.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The Customer is a new tenant and the Old Supplier objects to their loss of supply.

3.1.2 JSD202 NHH Change of Supplier with upheld objection

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to the Old Supplier with the Registration Service
- All registration data items are set
- The Metering Point is energised
- All correspondence is to be sent to the Metering Point Address
- The Distributor has retained evidence of all of the above

2. The Scenario:

The Customer contacts the New Supplier but does not know their Supply Number so the New Supplier requests this from the Distributor. The New Supplier provides a quotation which the Customer accepts.

The New Supplier registers the Change of Supplier (CoS) with the Registration Service, completing all fields in the registration request with a Supply Start Date of 28 calendar days in the future. The Registration Service processes the valid request, responds to the New Supplier and notifies other market participants appropriately.

The Registration Service receives an objection notification from the Old Supplier, which is processed but found to be invalid and is accordingly rejected. Subsequently, and within the objection period, the Registration Service receives a valid objection notification, which it processes and confirms and notifies other Market Participants appropriately.

At the end of the Objection Resolution Period, the Distribution Business's MPAS notifies Market Participants appropriately that the objection has been upheld and that the CoS has not been successful.

Subsequently the Registration Service receives a request from the Old Supplier to withdraw the objection and rejects it accordingly.

3. Final Conditions:

- The Registration Service is up to date with the Old Supplier's registration to the Metering Point from their requested date and with all registration data items set to

correct values, and shows a continuous registration through the period of the attempted gain by the New Supplier.

- The Registration Service has an audit trail of the attempted registration by the New Supplier, and of all of the associated notifications, confirmations & rejections.
- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes and validation rules, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other Market Participants by the Distributor according to their normal business processes and market requirements.

4. Variations

None.

3.1.3 JSD203 NHH Change of Supplier with Resolved Objection and Meter Reading Dispute

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to the Old Supplier with the Registration Service.
- All registration data items are set.
- The Metering Point is energised.
- All correspondence is to be sent to an address other than the Metering Point Address.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

The Registration Service receives a valid request for registration from the New Supplier containing only the MPAN Core, Supply Start Date, the Meter Timeswitch Code (MTC) (obtained from the Customer's most recent bill from their existing Supplier) and Energisation Status, set to energised.

The Registration Service confirms the registration with the New Supplier, notifies the Old Supplier of their loss and notifies other market participants appropriately.

The Registration Service receives a valid objection to the loss from the Old Supplier and confirms and notifies the Suppliers and other Market Participants appropriately.

The Registration Service receives notification of a change to the MTC at the Metering Point, effective during the objection resolution period. The registration data is updated accordingly and market participants notified of the update as appropriate.

Before the expiry of the objection resolution period, the Registration Service receives notification of a withdrawal of the objection, and confirms and notifies the Suppliers and other Market Participants as appropriate.

After the expiry of the objection resolution period the Registration Service receives a second objection to the loss from the Old Supplier and processes this according to market rules.

The Registration Service receives notification from the New Supplier of a change to their registration data to bring the MTC in line with the change made by the Old Supplier.

The Registration Service receives notifications from the New Supplier of their metering agents, one agent at a time as they confirm their appointment with the New Supplier. The Registration Service updates the registration data accordingly and notifies market participants as appropriate.

The Distributor receives notification from the New Supplier of the Customer Details, reflecting the correspondence address requirements.

The Distributor receives notification from the newly appointed Meter Operator of the meter technical details.

The Distributor receives confirmation from the newly appointed Data Collector that the Metering Point is now included in the reading schedules.

The Distributor receives from the New Data Collector a deemed meter reading for the first day of the New Supplier's registration to be used as the Meter Reading on Change of Supply.

The Customer disputes this reading, however, and the Distributor subsequently receives a notification that the reading has been withdrawn together with a replacement reading.

3. Final Conditions:

- The Registration Service is up to date with the New Supplier's registration to the Metering Point, from their requested date and with all registration data items set to correct values.
- The Distributor's systems are up to date with all Customer and metering information.
- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other market participants by the Distributor according to their normal business processes.

4. Variations

None.

3.1.4 JSD204 NHH Investigation into irregularity

Applicant Role: Distributor (Where Distributor provides Revenue Protection Services (RPS))

1. Initial Conditions:

- The Metering Point is recorded on the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point is currently energised.
- The Distributor has retained evidence of all of the above

2. The Scenario:

The Distributor's Revenue Protection Service (RPS) receives information of an irregularity from a non-industry source.

The RPS requests Information from the appointed Supplier. This information, including an appointment to inspect the Metering Point, is duly provided and the RPS investigation is undertaken following the Service Level Agreement.

The RPS reports to the Supplier and the Meter Operator the outcome of the investigation and the action taken which resulted in a change of meter and associated changes required to the registration data. The RPS also informs the Customer of the outcome of the investigation.

In due course, the Registration Service receives the Supplier updates for the Registration Data and the Distributor receives Meter Technical Details from the Meter Operator.

3. Final Conditions:

- The Registration Service, Distributor and RPS have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.
- The Registration Service and the Distributor's records are up to date with all changes to Registration and metering data.

4. Variations

None.

3.1.5 JSD205 NHH De-energisation of a Metering Point

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to a Supplier with the Registration Service.
- All registration data items are set.
- The Metering is Non Half Hourly.
- The Metering Point is energised.
- The Distributor has retained evidence of all of the above.
- The Customer has temporarily vacated their premises whilst major re-construction work is completed on the site and has written to their Supplier requesting temporary de-energisation of the meter.
- The Customer has provided a new mailing address to the Supplier for all correspondence until completion of the re-construction work.

2. The Scenario:

The Distributor receives notification of the Customer's new mailing address from the Supplier.

The Supplier instructs the Meter Operator to de-energise the Metering Point and, subsequently, the Distributor receives notification from the Meter Operator that the de-energisation of the Metering Point has been successful.

The Meter Operator sends the de-energisation meter readings to the Supplier and to the Data Collector for validation. Later, the Distributor receives the validated de-energisation meter readings from the Data Collector.

The Registration Service receives notification from the Supplier of the updated registration data and they forward the details on to the appropriate market participants.

The Supplier notifies the Customer of the successful de-energisation and the Distributor informs the Systems Fault Information Centre (SFIC) of the change in the energisation status.

3. Final Conditions:

- The Metering Point is de-energised.
- The Distributor's Registration Service has been updated with the new Energisation status.

4. Variations

None.

3.1.6 JSD206 NHH Consolidation of Metering Points

Applicant Role: Distributor

1. Initial Conditions:

- The Customer has four pre-payment Metering Points registered with the same Supplier at a single property.
- The Metering Points are all energised.
- The four Metering Points are registered with the Registration Service and have individual addresses.
- The Distributor has recorded history for the Metering Points
- The Distributor has retained evidence of all the above.
- The Customer has requested that the Supplier arranges for the four Metering Points to be consolidated into a single Metering Point, with a credit meter fitted.

2. The Scenario:

The Distributor receives notification from the Meter Operator that work has been carried out to consolidate four Metering Points into one. They are informed of the de-energisation of three of the Metering Points, the details of the new credit meter and the meters removed along with the initial and final meter readings respectively.

Once the Data Collector has validated the initial and final Meter Readings they also forward them to the Distributor.

The Supplier updates the Registration Service with the change in energisation status details.

The Distributor then receives a request from the Supplier to disconnect the redundant Metering Points.

The Distributor carries out the request, updates the Registration Service and notifies other market participants according to their normal business processes.

The Distributor receives confirmation from the Data Collector that the remaining Metering Point is included in the reading schedules.

The Supplier then notifies the Distributor of the new unified mailing address which the Distributor uses to also update the Metering Point address and passes this on to the Registration Service.

3. Final Conditions:

- The four Metering Points have been combined into one single Metering Point with a credit meter fitted.
- The Registration Service is up to date with the changed Metering Point statuses and Registration Data.
- The Distributor's systems are up to date with all Customer, Metering Point, metering and readings information.
- All notifications and confirmations required of the Distributor by actions in this story have been sent by the Distributor.
- The Distributor has retained evidence of all of the above.

4. Variations

None.

3.1.7 JSD207 NHH New Metering System, Initial Registration and Energisation

Applicant Role: Distributor

1. Initial Conditions:

- There is no record of the Metering Point with the Distributor's systems or on the Registration Service.
- The property does not yet have a Postal Address.
- The Supplier has requested (on behalf of the potential Customer) that the Distributor provides a cable installation.
- The Distributor has retained evidence of all of the above.

2. The Scenario

In response to a Supplier request, the Distributor installs cabling and informs the Supplier that this work has been completed and that the Metering Point is available for registration. Later, the Registration Service receives a request from a Supplier to be registered for liability for the Metering System, including the Supply Start Date and MPAN Core. The request is valid and the Registration Service responds accordingly and notifies other Market Participants appropriately.

The Distributor receives notification of the Customer details from the Supplier.

The Supplier appoints its agents and updates the Registration Service with the Agent appointment details.

The Meter Operator requests the Distributor to provide the Site Technical Details and the Distributor responds accordingly.

The Distributor receives Meter Technical Details and Mapping Details from the Meter Operator and corresponding updates to the Registration Data from the Supplier. The Distributor reviews and, if required, updates the Line Loss Factor Class and notifies Market Participants accordingly.

The Meter Operator confirms to the Supplier that installation has been completed and that energisation took place two days after the agreed Supply Start Date. The Registration Service receives a corresponding update from the Supplier.

The Distributor receives the initial meter reading from the Data Collector.

The Distributor receives notification that the premises have been allocated a Postal Address, updates its systems and notifies market participants appropriately.

3. Final Conditions:

- The Metering Point is registered to the Supplier with all registration data items set.
- The Registration Service and the Distributor's systems are up to date with all Customer, metering and registration data, as appropriate.
- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.

4. Variations

None.

3.1.8 JSD208 NHH Meter Reconfiguration

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to a Supplier with the Registration Service
- All registration data items are set
- The Metering Point is energised
- The metering is Non-Half-Hourly two rate.
- The Customer has requested permission from the Distributor to upgrade the Supply, and the Distributor has confirmed that no changes are required to the network or service.
- The Distributor has retained evidence of all of the above

2. The Scenario:

The meter is successfully changed and the Distributor receives notification from the Meter Operator of the changed meter technical details, which indicate a change to Maximum Demand metering. Later, this is followed by meter readings from the NHHDC, taken during the replacement of the metering. As the Supplier has continued their appointment with the existing NHH Data Collector but on different terms, a new confirmation that the Metering Point is included in the reading schedules is also received.

The Registration Service receives notification of changes to the registration data from the Supplier, reflecting the new Metering Point details.

3. Final Conditions:

- The Registration Service is up to date with all registration data items set to current values.
- The Distributor's systems are up to date with all Customer, Metering Point, metering and readings information
- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other Market Participants by the Distributor according to their normal business processes

4. Variations

None.

3.1.9 JSD209 NHH Bulk Change of Data Collector and Data Aggregator

Applicant Role: Distributor

1. Initial Conditions:

- The Supplier has a large number of Metering Points registered with the Registration Service (i.e. greater than the 'Bulk Change of Agent' threshold for the Registration Service).
- Only three of these Metering Points are to be used to demonstrate this scenario.
- The Distributor has retained evidence of the above
- As part of a rationalisation exercise, the Supplier has decided to change the NHH Data Collector and NHH Data Aggregator it uses for the Metering Points on this network, but it is to retain the services of the existing Meter Operator.
- The date from which the new agents take responsibility for all of the Metering Points has been agreed.

2. The Scenario:

The Registration Service receives a single dataflow containing updated registration details from the Supplier for all of their NHH Metering Points indicating a change of Data Collector and Data Aggregator. Two of the updates are compliant with validation rules, but one of them has an incorrect instruction type for the context. The Registration Service processes the updates according to the validation rules and notifies the Supplier and other market participants appropriately.

The Registration Service then receives an update to the registration details from the Supplier, which is fully compliant with validation rules, and again processes this and sends notifications accordingly.

The Distributor receives confirmation from the newly-appointed Data Collector that the Metering Points have been included in the reading schedules

3. Final Conditions:

- The Registration Service is up to date with the Supplier's registration for the Metering Points with all registration data items set to correct values.
- The Distributor's systems are up to date with all Customer and metering information.

- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other market participants by the Distributor according to their normal business processes.

4. Variations

None.

3.1.10 JSD210 NHH Emergency Fault

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point is currently energised.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

The Supply Faults Information Centre (SFIC) receives a call from the Customer requiring immediate attention. The SFIC registers the fault and notifies the Distributor, who initiates action to investigate and remedy the fault.

The Distributor finds it necessary to exchange the meter in order to make the power supply safe, but does not have a meter available that will support the Customer's tariff. The Distributor liaises with the Supplier and the Meter Operator and installs a temporary meter. The SFIC, Meter Operator, Data Collector and Supplier are advised of the outcome and the remains of the removed meter are passed to the Meter Operator. The SFIC updates its records accordingly.

The SFIC informs the Supplier of the outcome. Subsequently the Customer independently makes enquiries to the SFIC regarding the fault status.

3. Final Conditions:

- The Distributor and SFIC have a record of the fault and actions taken according to their normal business processes.
- The Distributor (including its role as SFIC) has kept all appropriate Market Participants and the Customer informed of the progress and outcome of the fault investigation.
- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other Market Participants by the Distributor according to their normal business processes.

4. Variations

None.

3.1.11 JSD211 NHH New Unmetered Supply

Applicant Role: Distributor (UMSO and Registration Service)

1. Initial Conditions:

- The Customer has advised the Unmetered Supply Operator (UMSO) of a new Non Half Hourly (NHH) inventory and the Supplier they intend to appoint. The UMSO has agreed that the inventory meets the criteria for a NHH UMS.
- There is no record of the Metering Point with the Registration Service or on the Distributor's systems.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

The UMSO requests the Registration Service to create new Registration Data according to the UMS profile and description of the equipment.

The UMSO calculates the Estimated Annual Consumption(s) for the Metering Point(s) involved using the inventory provided by the Customer and issues the UMS Certificates to the Customer and Supplier.

The Supplier registers the Metering Point for the UMS with the Registration Service and appoints its agents, including the UMSO, all of which are accepted. The Registration Service confirms the start of its liability to the Supplier.

The UMSO affirms the settlement details for the Metering Point(s) to the Supplier and Non-Half Hourly Data Collector (NHHDC), and confirms the actual energisation date.

The Supplier informs the Registration Service of any data changes, who in turn sends notifications to the Distributor and Data Aggregator (DA).

3. Final Conditions:

- The UMS Metering Point is registered to the Supplier with the Registration Service with all Registration Data items set.
- All relevant Customer data, registration data, metering and mapping details are recorded on the Distributor's systems, as appropriate.
- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.

- The UMSO has notified the appropriate parties via the UMS Certificate and notified the Supplier and Data Collector of the energisation.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The Supplier may use full or skeleton registrations, which will impact the contents and quantities of the appointment flows.

3.2 Half Hourly Storyboards applicable to all Distributors

3.2.1 JSD301 HH Investigation into irregularity

Applicant Role: Distributor

1. Initial Conditions:

- The Distributor is contracted to provide a Revenue Protection Service (RPS) to the Supplier.
- The Half Hourly Metering Point is registered to the Supplier on the Registration Service.
- All registration data items are set.
- The Metering Point is energised.
- The Distributor has retained evidence of all of the above.
- There is a communication problem with the meter such that it cannot be read remotely.

2. The Scenario:

The Distributor receives an estimated data report from the Data Collector, followed later by a Meter Advance Reconciliation Report. As a result, the Distributor requests the HHDC to investigate the possibility of a meter irregularity.

Subsequently the Distributor, in its role as RPS, receives a request from the Supplier to investigate suspected illegal extraction at the Metering Point.

The RPS carries out the investigation according to the Service Level Agreement, and reports the outcome to the Supplier.

3. Final Conditions:

- The Distributor, in its role as RPS, has notified the Supplier of the final outcome of the RPS investigation within the terms of the Service Level Agreement.

4. Variations

Where the Distributor does not provide a Revenue Protection Service only the first paragraph of the scenario applies.

3.2.2 JSD302 HH New Metering System, Initial Registration, Energisation,

Applicant Role: Distributor

1. Initial Conditions:

- There is no record of the Metering Point on the Distributor's systems or with the Registration Service.
- The Supplier has requested (on behalf of the potential Customer) that the Distributor provides a separate cable installation for Half-Hourly metering to existing premises.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

In response to the Supplier request, the Distributor installs cabling according to the site plans and informs the Supplier that this work has been completed, together with the Registration Data and Site Details.

Later, the Registration Service receives a request from the Supplier to be registered for liability for the Metering System, including the Supply Start Date and MPAN Core. The request is valid and the Registration Service responds accordingly and notifies other Market Participants appropriately.

The Distributor receives notification of the Customer details from the Supplier.

The Supplier appoints its agents and updates the Registration Service with all of the Agent appointment details.

The Meter Operator requests the Distributor to provide the Site Technical Details and the Distributor responds accordingly.

The Distributor receives Meter Technical Details from the Meter Operator and corresponding updates to the Registration Data from the Supplier. The Distributor assigns a Line Loss Factor Class based on this and notifies Market Participants accordingly.

The Meter Operator confirms to the Supplier that installation has been completed and that energisation took place two days after the agreed Supply Start Date. The Registration Service receives a corresponding update from the Supplier.

The Distributor receives notification from the Data Collector that the Metering Point is included in the reading schedules together with the initial meter reading.

Later, the Distributor receives confirmation of the success of the metering proving tests from the Meter Operator.

The Distributor receives the first day's advances from the Data Collector.

3. Final Conditions:

- The Metering Point is registered to the Supplier with the Registration Service with all Registration Data items set.
- All relevant Customer data, Registration Data, metering and mapping details and the initial reading are recorded on the Distributor's systems, as appropriate.
- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.

4. Variations

None.

3.2.3 JSD303 HH Change of Supplier

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to the Old Supplier with the Registration Service.
- All registration data items are set.
- The Metering Point is energised.
- All correspondence is to be sent to an address other than the Metering Point Address.
- The Distributor has retained evidence of all of the above.

2. The Scenario:

The Distributor receives a request to register a Metering Point from a New Supplier with all registration data completed. The Supply Start Date is set three calendar days into the future, and both Profile Class and Standard Settlement Configuration are set to zero. The Registration Service processes and rejects the request with appropriate rejection notification.

A second, valid registration request is received from the same New Supplier and the Registration Service confirms the registration with the New Supplier, notifies the Old Supplier of their loss and notifies other market participants appropriately.

The Distributor receives notification from the New Supplier of the Customer Details, reflecting the correspondence address requirements.

The Distributor receives notification from the newly appointed Meter Operator of the meter technical details.

The Distributor receives confirmation from the newly appointed Data Collector that the Metering Point is now included in the reading schedules, later followed by advances for the first day of the New Supplier's registration.

3. Final Conditions:

- The Registration Service is up to date with the New Supplier's registration to the Metering Point, from their requested date and with all registration data items set to correct values.
- The Distributor's systems are up to date with all Customer and metering information.

- Throughout the scenario notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other market participants by the Distributor according to their normal business processes.

4. Variations

None.

3.2.4 JSD304 HH Change of Meter Functionality

Applicant Role: Distributor

1. Initial Conditions:

- A Customer at a Half Hourly Metering Point has developed generating ability and wishes to trade the export volume. The Customer has discussed the technical aspects with the Distributor who has confirmed that no changes are required to the network or service.
- The Metering Point is registered to a Supplier with the Registration Service and all registration data items are set.
- The Metering Point is energised.
- The existing metering has the capability to record export volume.
- The Customer's mailing address differs from the metering address.
- The Distributor has retained evidence of all of the above.
- The Customer has arranged to split the export volume between contracts with its present Supplier.

2. The Scenario:

The Supplier contacts the Distributor and notifies them of the requirement for splitting the export volume at the Metering Point, and this is followed up shortly afterwards when the Distributor receives a request from the Supplier for a new Metering Point and a new Pseudo Metering Point. The Distributor authorises the issue of an Export MPAN Core with its Line Loss Factor Class (LLFC), and an associated Pseudo MPAN Core.

The skeleton records for the Metering Points are sent to the Registration Services and the Distributor records are updated accordingly.

The Distributor informs the Supplier of the relevant MPAN Cores and subsequently receives Customer details. The Supplier sends the registration requests for both new Metering Points with the Energisation status of de-energised. The Distributor processes and responds to these, and informs all necessary participants appropriately.

Subsequently the Distributor receives notifications from the appointed Meter Operator of the technical details for the new metering configuration, showing that all Metering Points are energised and that proving tests are complete and successful.

Later the Distributor receives notification from the appointed Data Collector:

- That the new Metering Points are included in the reading schedules.

- The initial readings from the new metering configuration.
- The first day's advances for the new Metering Points.

Finally the Distributor receives an update from the Supplier showing that the new metering configuration is energised.

3. Final Conditions:

- The Registration Service is up to date for all Metering Points involved in this story and with registration data items set to current values.
- The Distributor's systems are up to date with all Customer and metering information, including any relationships between the Metering Points.
- Throughout the story notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other market participants by the Distributor according to their normal business processes.

4. Variations

None.

3.2.5 JSD305 HH De-energisation of a Metering Point

Applicant Role: Distributor

1. Initial Conditions

- The High Voltage Half Hourly Metering Point is recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point is currently energised.
- The Distributor has retained evidence of all of the above.
- Major reconstruction work is being planned at the Metering Point.
- The Customer has written to the Supplier requesting de-energisation of the Metering Point and a Mailing Address is agreed to where notification of completion of work can be sent.

2. The Scenario

The Supplier notifies the Distributor of the Customer's details, including the new Mailing Address for the Customer, applicable for the duration of the works.

The Supplier also requests the Distributor to de-energise the Metering Point.

The Distributor agrees with the Customer the date and time for the work to be carried out and arranges a special meter read with the Half Hourly Data Collector (HHDC).

The HHDC confirms the collection of data and the Distributor then successfully carries out the de-energisation.

The Distributor then notifies the change of energisation status and the final meter readings to the appropriate Market Participants.

The Supplier updates the Registration Service and notifies the Customer of the Successful de-energisation.

The Distributor receives and processes the final day's meter advances from the Data Collector.

3. Final Conditions

- The Metering Point is de-energised.
- The Registration Service has been updated with the new energisation status.
- The Distributor's systems have been updated with changed details according to their normal business processes.

- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.

4. Variations

None.

3.2.6 JSD306 HH Rejection of a Request for Disconnection

Applicant Role: Distributor

1. Initial Conditions:

- The Half Hourly Metering Point is recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point is currently de-energised.
- The Distributor has retained evidence of all of the above.
- A Customer has approached its Supplier in order for their premises to be physically disconnected.

2. The Scenario:

The Distributor receives a request from the Supplier to perform the physical disconnection containing only the mandatory information. The Distributor queries the reason for the request with the Supplier.

On the basis of the further information provided by the Supplier the Distributor determines that the physical disconnection is not appropriate and rejects the Supplier's disconnection request.

3. Final Conditions:

- The Metering Point remains recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Point remains de-energised.

4. Variations

None.

3.2.7 JSD307 NHH to HH Change of Measurement Class with no Change of Supplier

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to a Supplier with the Registration Service as Non-Half Hourly (NHH) with all Registration Data items set.
- The Metering Point is recorded on the Distributor's systems.
- The Metering Point is energised.
- The Distributor has retained evidence of all of the above.
- The Customer has approached their existing Supplier with a view to changing their metering to Half Hourly (HH)
- The Customer has chosen a new Meter Operator who is qualified in both NHH and HH market sectors
- The Customer has accepted the contractual terms offered by the Supplier and has instructed that the Change of Measurement Class should proceed.

2. The Scenario:

The HH Meter Operator requests the Site Technical Details from the Distributor.

Later, the Distributor receives notification of the Meter Technical Details for the new HH meter from the HH Meter Operator and notification from the HH Data Collector that the Metering Point is included in its reading schedules, together with confirmation of the retrieval method and settlement details to be applied and the initial meter reading.

The Distributor receives the final NHH reading from the NHH Data Collector and notification from the NHH Meter Operator of the removal of the NHH Meter.

The Registration Service receives and processes an update to the Registration Data from the Supplier for the change of Measurement Class and the appointment of its HH Metering Agents to the Metering Point. The Registration Service responds accordingly and notifies other market participants as appropriate.

The Distributor reviews the Line Loss Factor Class (LLFC) for compatibility with the new metering and updates this as required, notifying affected Market Participants appropriately.

The Distributor receives the meter advances for the first day of HH metering from the HH Data Collector.

Later, the Distributor receives notification from the HH Meter Operator of the successful outcome of the meter proving tests.

3. Final Conditions:

- All relevant Customer data, Registration Data, metering and mapping details and readings are fully and correctly recorded on the Registration Service and the Distributor's systems, as appropriate.
- The Registration Service and the Distributor have responded to all received requests and notifications throughout the scenario according to their normal business processes and industry requirements.

4. Variations

None.

3.2.8 JSD308 HH Transfer from MPAS/SMRS to CMRS

Applicant Role: Distributor

1. Initial Conditions:

- An existing Metering Point on the Distributor's network is for an exempt embedded generation plant, currently being traded on the Meter Point Administration Service/Supplier Meter Registration Service (MPAS/SMRS) and has two associated Metering Points.
- The Metering Points are recorded with the Registration Service with all data items set and on the Distributor's systems according to their normal business practice.
- The Metering Points are currently energised.
- The Distributor has retained evidence of all of the above.
- The Supplier has informed the Transfer Co-ordinator of a requirement to transfer the Metering Points from the MPAS/SMRS to the Central Meter Registration Service (CMRS).

2. The Scenario:

The Transfer Co-ordinator advises the Distributor of the application to transfer the Metering Points from the MPAS/SMRS to the CMRS. A transfer date is agreed.

The Supplier requests the Distributor to provide Line Loss Factor (LLF) details to the Transfer Co-ordinator and to the BSCCo and the Distributor responds accordingly.

The Distributor receives a Registration Transfer Form(s) in respect of the Metering Points.

The Distributor validates the request, advises the Transfer Co-ordinator and provides details using the form(s) as required.

The Distributor receives the Meter Technical Details from the Central Data Collection Agent (CDCA).

The Transfer Co-ordinator formally notifies the Supplier and Distributor that the transfer has been approved and the planned effective date.

The Distributor receives and processes the Registration Transfer Report from the Transfer Co-ordinator and responds accordingly.

Later, the Distributor receives the approved LLFs from the Transfer Co-ordinator and confirmation of the validity of the Metering System Details, BM Unit Aggregation Rules and LLFs from the Supplier.

The day after the effective date of the transfer the Distributor receives a notification from the Transfer Co-ordinator that the Metering Points are now registered in CMRS, effective on the agreed transfer date, together with a request to logically disconnect the Metering Points. The Distributor initiates a logical disconnection of the Metering Points in the Registration System and notifies other Market Participants accordingly.

Subsequently the Distributor receives notification from the Supplier of the de-appointment of its metering agents from the Metering Points.

Later, the Distributor notifies the Transfer Co-ordinator that the data values before and after the transfer are acceptable.

3. Final Conditions:

- The Metering Points are recorded by the Distributor as registered in the CMRS.
- The MPAS/SMRS Registration Data for the Metering Points shows their disconnection on the correct date.
- The Distributor has responded to all requests and notifications using its normal business processes and according to industry requirements.
- The Distributor has retained evidence of all of the above.

4. Variations

None.

3.2.9 JSD309 HH Energisation with Pending Change of Supplier

Applicant Role: Distributor

1. Initial Conditions:

- The Metering Point is registered to a Supplier with the Registration Service and all Registration data items are set.
- The Metering Point is de-energised.
- The Distributor has retained evidence of all of the above.
- Following the temporary de-energisation of the premises while structural work was completed on the site, the Customer now requires the Half Hourly Meter Point to be energised.
- The Customer has contacted the Supplier, who tasked the Meter Operator with the energisation but the Meter Operator has informed the Supplier that, since the Metering Point is at High Voltage, they are unable to energise.

2. The Scenario:

The Supplier requests the Distributor to perform the energisation of the Metering Point. The Registration Service receives a valid registration for the Metering Point from a New Supplier and responds to this according to their normal business processes. No objection is raised and the objection period expires.

The Distributor then successfully re-energises the meter, prior to the Supply Start Date (SSD) of the New Supplier, at the same time obtaining a meter reading that is sent to the Meter Operator and Supplier, and informs other Market Participants of the successful energisation.

Subsequently the present Supplier updates the Registration Service with the changed energisation status. The Registration Service processes this and informs other Market Participants accordingly.

3. Final Conditions:

- The Registration Data is up to date for the Metering Point, with registration data items set to correct values.
- The Distributor's systems are up to date with all Customer and metering information.

- Throughout the story notifications received by the Distributor have been processed according to their normal business processes, including the updating of any records.
- Throughout the scenario, routine confirmations and notifications have been sent to other Market Participants by the Distributor according to their normal business processes and industry requirements.

4. Variations

The following variations may, optionally, apply with appropriate interpretation of the sections above:

- The Meter Operator energises the Metering Point and the Distributor receives notice of the change in energisation status of the Metering System and initial register readings from the HHMO and receives HH advances from HHDC.

Change History

Version Number	Status	Date of Issue	Reason for Change
1.0	Authorized	12/07/2007	Authorized by MEPB
2.0	Draft 1	10/09/2008	Corrections & Improvements as set out in Joint Change Requests
3.0	Authorized	27/02/2014	New storyboards JSS015, JSS024 JSS025, JSS112. Various corrections & clarifications

Authors, Editors, Reviewers & Contributors

Name	Role/Organisation
V1.0	
Nimesh Amin, Orla Lemass, Peter Varley	Joint Team, Gemserv
Alan Bennington, Brian Andrews, Guy Barnes	Joint Team, ELEXON
Jennifer Clark, Anna Johnson, Richard Cullen, Keith Campion, Beth Brown	Reviewer, ELEXON
William Cavin	Reviewer, Gemserv
Andrew Latham, Glenda Simons, Hazel Cotman, John Lees, Martin Hewitt, Phil Hunt, Ruth Hays	MRA Storyboard Review Group
V2.0	
Nimesh Amin, William Cavin	Gemserv
Beth Brown	ELEXON
V3.0	
Peter Varley, Amanda Ngoka, Karin Johnson, Kamila Nugumanova	Gemserv
Nirav Vyas, Jon Spence	Elexon