



The MRA Agreed Procedure for implementing a Bulk Change of NHH Agent in MPAS

MAP11

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0.2	For review	10/10/02	Incorporate proposals for modification noted in responses to MCP111
0.3	For Review		Incorporate comments from Impact Assessment to MAPCP003 for MDB sub-Group Review
0.4	For Review	23/12/02	Modifications agreed at MDB sub-group meeting 19/12/02
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1.1	Agreed at MDB_03_09	26 th November 2003 (date of Authority consent to associated MRA CP139)	Revise MAP to be GB wide following changes to the SAS in respect of BCoA. Update MAP in line with MRA Version 8 terminology changes
2.0	Agreed at MDB_03_09	5 th December 2003 (date of Authority consent to associated MRA CP140)	This revised MAP represents the output of the IREG (IREG 24 and IREG 28) to provide for the use of this MAP11 for volumes less than those set out in the BSC and SAS, such that controlled procedures can be used to process a BCoA that does not meet the thresholds defined under the Settlements Agreements, but may still have an adverse impact on Total Daily Processing.
2.1	Agreed at MDB_06_02	31 st March 2006	Updates for SAS Termination

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Quality Assurance:

Name	Role & Responsibility	Signature	Date
<i>Custodian:</i>			
Andy Knowles	MRA Delivery Manager		
<i>Reviewer(s)</i>			
Rachael Mottram	MRA Delivery Team		
Stephanie Catwell	MRA Delivery Team		
<i>Endorsed / Approved:</i>			
MDB			

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1 Introduction

1.1 Preface

The MRA requires an MPAS Provider to process all notifications received in its MPAS Registration System within a defined timescale under Clause 14. The intent of this Clause is to provide for a reasonable volume of notifications (both Registrations and changes to data) to be sent to MPAS by all Suppliers on a Working Day and for MPAS to process those notifications and confirm the acceptances or rejections for the start of the next Working Day. To this end, it is also set out that the MPAS Provider shall ensure that the confirmations pursuant to processing are delivered to its Gateway by 06:00. This is defined as Total Daily Processing (TDP) in the MRA.

In addition, an MPAS Provider has defined service levels to meet this target within each Quarter, and is liable to pay liquidated damages to Suppliers and Elexon if the targets are not met.

In relation to TDP, nominal quotas for each Supplier's daily volumes of messages might be applied by a particular MPAS. This is a mechanism to manage the incoming volumes of messages to an MPAS, in order to optimise the cumulative demand for the MRA service levels equitably among all Suppliers using that MPAS, on any Working Day. For the purpose of this MAP, this nominal limit for a Supplier is defined as a "**Daily Volume Quota**". A Supplier should be notified by MPAS in the event that a Daily Volume Quota is applicable, but in any event may contact the relevant MPAS in order to obtain information in this regard

1.2 Background

When a Supplier undertakes a change of contracted agent for any of the Supplier Hub agency services, it may be desirable for that Supplier to engage the new agency services as soon as possible, or to transfer the agent responsibilities for the Supplier's portfolio of Metering Points from a 'cut-over' date, and to change the Agent Id for the relevant MPANs for which that Supplier is Registered.

The MRA sets out the timescales required for a Supplier to notify MPAS of any changes to any items of MPAD for which the Supplier is responsible. For a change of agent the Registered Supplier needs to update the Agent Id¹ in MPAS. This might result in a requirement for large volumes of notifications to MPAS and these volumes may be in excess of those normally anticipated. An unexpectedly larger volume of notifications could impact Total Daily Processing, and any consequent delays would be detrimental to other Suppliers who have submitted notifications on that day. In addition, whilst the MRA provides for an MPAS Provider to mitigate a failure in the Total Daily Processing service levels where the volume of Registration requests materially exceeds the expectation of the MPAS Provider, there is no such provision to mitigate an excessive volume of notifications of changes to data.

¹ MPAS holds the details of the Agents a Supplier has appointed to the Metering Point, and these data items form elements of the MPAD as listed in the MRA (Schedule 2).

1.3 Purpose

This procedure seeks to provide the framework for notification of a material volume² of updates to agent details to be notified to MPAS following discussion and agreement between the Supplier and relevant MPAS Provider. In so doing, the integrity of Total Daily Processing is maintained for an MPAS Provider and all other Suppliers requiring the services of that MPAS.

This procedure is also provided in association with BSCP513 in order to set out the parameters to be agreed for the preparation, notification and implementation of updates to Agent Id, when a material volume of such updates can be premeditated and to prevent an adverse impact on normal MPAS processing.

1.4 Scope & Objectives

This procedure is intended for use where a change to the contracted provider of the MOp, DC or DA agency services for a Supplier, requires that those agent details held for the relevant MPANs Registered to that Supplier are to be replaced by a new agent. When the number of instructions from a Supplier to an MPAS required for a change to an Agent Id for all or any of that Supplier's NHH Metering Points registered on that MPAS either

- a) exceeds the volume defined under the BSC; or
- b) causes that Supplier to exceed the Daily Volume Quota operated by the relevant MPAS Provider. The Supplier should contact the relevant MPAS Provider to clarify this quota when considering a BCoA.

In each case noted above (a **Bulk Change of Agent [BCoA]**) this procedure shall be used in order that these updates can be completed in a timely and controlled manner.

It must be noted that MPAS systems are designed to process a reasonable number of notifications per day under TDP and any processing over and above the cumulative demand anticipated from the Daily Volume Quotas could put pressure on MPAS systems. As a result some MPAS systems may not be able to process the volumes requested whilst still protecting Settlements and would require major systems upgrades to do so. Suppliers should note that it may not always be possible for their expectations to be met and that there may be significant lead times and costs associated with meeting those expectations.

This procedure excludes Change of Agent coincident with a Change of Supplier (CoSCoA) and provides for a BCoA only where a Supplier is already Registered for the relevant MPANs.

This procedure applies to a Bulk Change of Agent and covers the following scenarios

- a Bulk Change of Agent from one NHH Meter Operator Id to another in MPAS following a change to the provider of that agency service to a Supplier;
- a Bulk Change of Agent from one NHH Data Collector Id to another in MPAS following a change to the provider of that agency service to a Supplier;

² as defined under the BSC and published on the BSC Website

- a Bulk Change of Agent from one NHH Data Aggregator Id to another in MPAS following a change to the provider of that agency service to a Supplier;
- a Bulk Change of Agent that involves any combination of the above Agent Ids in MPAS following a change to the providers of those agency services to a Supplier.

The process complies with MRA Clause 14 in establishing the procedure for notifying, and MRA Clause 24 for effecting, a Bulk Change of Agent in MPAS.

The following principles apply to this procedure:

- (i) This procedure shall only be for use with NHH Metering Points and, consequently, NHH Agent appointments;
- (ii) The volume defined under the BSC in respect of the number of instructions of a change to an Agent Id relates to the BCoA process only and are not related to any limits applied to the notifications defined under Total Daily Processing as noted in MRA Clause 14. The threshold which may be notified by a particular MPAS in relation to a Daily Volume Quota should not be exceeded without the agreement of that MPAS.
- (iii) A Supplier requesting and undertaking a Bulk Change of Agent in any MPAS shall take due consideration of the expectation of all other Suppliers who have submitted notifications to that MPAS of the MPAS' ability to meet the MRA service levels required under Clause 14.
- (iv) A Supplier, in assessing a change of agency services, shall take due consideration of this BCoA procedure, as well as BSCP513, as applicable. It is required that the volumes that shall be acceptable be discussed with the MPAS Provider to anticipate the required timescales. It is recommended that a Supplier gives as much advance notice as possible to the relevant MPAS Provider(s) of a BCoA, which might include a preliminary advice of the intention to request a BCoA, in order to facilitate this Procedure and the timetable and processes to implement a BCoA. Suppliers are reminded that system capacity constraints may mean that a BCoA which has already been agreed and scheduled by a particular MPAS may take precedence over a later request.
- (v) Where an MPAS Provider accepts a request from a Supplier to undertake a Bulk Change of Agent, it shall use all reasonable endeavours to ensure that the processing of such Bulk Change of Agent in its MPAS Registration System will not adversely impact Total Daily Processing as required under the MRA for that MPAS Provider. These endeavours shall include the right of the MPAS Provider to propose the amendment or rejection of the volume and/or date(s) of the Bulk Change of Agent requested by the Supplier, together with the reason for such amendment or rejection.
- (vi) This MAP provides a framework to facilitate Supplier and MPAS Provider agreement regarding the means of progressing a BCoA, with the timely completion of a BCoA as the end goal. Whilst all MPAS Providers offer a BCoA service, it is recognised that an MPAS Provider may be unable to meet a Supplier's specific request for a BCoA. In this case, the MPAS Provider shall provide indicative volumes and/or dates

that may be more suitable, which may include suggested volumes that could be submitted into Total Daily Processing. This will assist the Supplier in assessing the processing and timescales that may be required, where the MPAS Provider is unable to meet the Supplier's request for a BCoA. This will also assist in the facilitation of an agreement as to the means of progressing the updates.

- (vii) The MPAS Provider and Supplier shall use reasonable endeavours to work towards the objective of a BCoA so that MPAS will be updated with a change of agent in a timely manner and in the spirit of the MRA requirement for a Supplier to effect changes as soon as possible.
- (viii) Any rejection/s by either a MPAS Provider or its MPAS Registration System of the file(s) of instructions for a particular Bulk Change of Agent will place this procedure in suspense. There will then be an agreed period of time for this rejection to be rectified, re-sent and accepted. Ultimately, a rejection may result in the Bulk Change of Agent scheduled under this procedure being terminated.
- (ix) Any rejection by MPAS of an individual instruction included in a Bulk Change of Agent will be resolved by the Supplier outwith this procedure and in the manner and timescale required under existing obligations, responsibilities and procedures.
- (x) Where a DA is impacted by the use of this procedure the Supplier who has appointed that DA will have assessed the impact of this procedure upon that DA and established their readiness to process the notifications from MPAS (D0209) where appropriate.
- (xi) If the DTN is used as the medium for a Bulk Change of Agent then the Supplier who is effecting the changes will apprise the Data Transfer Services Controller of the parties involved and the date(s) and volume(s) of the BCoA.
- (xii) The integrity of Settlements is key to industry, and the submission and consideration of any request under this procedure should be in keeping with this principle such that Settlements data will not be disrupted.
- (xiii) This procedure shall not preclude a Supplier from using Total Daily Processing to effect a BCoA for volumes in excess of the threshold applicable under the BSC PROVIDED THAT
 - the number of notifications submitted to MPAS does not exceed the Daily Volume Quota operated by the relevant MPAS Provider; and
 - that Supplier can meet the obligations of MRA Clause 24 to update MPAS within 5 Working Days of the effective date of the change or becoming aware of that change having become effective; and
 - the relevant conditions of BSCP513 have also been satisfied.

For example a Supplier could, where the EFD (MOA) of the new MOp, or EFD (DCA) of the new DC or EFSD (DAA) of the new DA is in the

future², send notifications to MPAS in advance of the appointment date for the new agent in a controlled, phased manner, such that, by the new Effective Date, the number of Metering Points requiring a change of agent Id had been completed in MPAS.

- (xiv) The Supplier shall ensure that both its old and new agents are able to meet the expectations of any BCoA agreed under this procedure, which shall also include instances where the BCOA is being undertaken in relation to volumes below the thresholds in the BSC.
- (xv) It is recognised that exceptional circumstances may occur whereby more urgent action is required, for example in the event of Agent failure, However, this MAP does not set out procedures to be followed in this situation, although it is anticipated that any event which was outside the control of the Supplier, but resulted in a BCoA, would be considered under exceptional conditions by the parties impacted.

1.5 Glossary

The following table defines terms and acronyms used in this document

Term	Acronym	Definition
Agent		Where Agent is referenced in this procedure, it refers to each discrete instance of MOp, DC, DA
Agent Id		Means, for the purposes of this procedure, the Identity (MPID) of the agent held in MPAS
Bulk Change of Agent	BCoA	as defined in Section 1.4 of this procedure
Balancing and Settling Code	BSC	As defined in the MRA
BSC Procedure	BSCP	As defined in the BSC
Daily Volume Quota		As defined in Section 1.1 of this procedure
Data Aggregator	DA	As defined in the MRA
Data Collector	DC	As defined in the MRA
Data Transfer Catalogue	DTC	As defined in the MRA
Data Transfer Network	DTN	As defined in the MRA
Data Transfer Services Controller		As defined in the MRA
DTC Flow Numbers	D0172, D0203,	As defined in the DTC

² Suppliers are reminded that the relevant MPAS Validation Procedures set out an 'Advance Change Period', which may affect the timescale for notification of a future appointment.

Term	Acronym	Definition
	D0205, D0209	
Effective From Date (MOA)	EFD (MOA)	As defined in the DTC
Effective From Date (DCA)	EFD (DCA)	
Effective From Settlement Date (DAA)	EFSD (DAA)	As defined in the DTC
Gateway		As defined in the MRA
MRA Executive Committee	MEC	As defined in the MRA
MPAS Provider		As defined in the MRA
Market Procedure	MP	As defined in the MRA
Meter Operator	MOp	As defined in the MRA
Metering Point Administration Data	MPAD	As defined in the MRA and shown in Schedule 2 of the MRA
Metering Point Administration Service	MPAS	As defined in the MRA
Metering Point Administration Number	MPAN	Supply Number core data as defined in the MRA
MPAS BCoA Contact		a nominated contact, authorised by the MRA Contract Manager, to be responsible for handling the Bulk Change of Agent processing for the MPAS Provider as defined in Section 2.3.2 of this procedure
MPAS Registration System		As defined in the MRA
MPAS Validation Procedures		As defined in the MRA
Market Participant Id	MPID	As defined in the DTC
MRA		Master Registration Agreement
Non-Half Hourly Metering Points	NHH MPANs	As defined in the MRA
Registration/Registered		As defined in the MRA
Rejection		As defined in the MRA
Supplier BCoA Contact		a nominated contact, authorised by the MRA Contract Manager, to be responsible for the Bulk Change of Agent processing for the Supplier as defined in Section 2.3.1 of this procedure

Term	Acronym	Definition
Total Daily Processing		As defined in the MRA

1.6 Status of the Procedure

This procedure corresponds to the obligations on MEC, contained in MRA Clause 14 to establish procedures for the resolution of effecting Bulk Change of Agent Id in MPAS

This procedure should be used in conjunction with relevant sub-Clauses of MRA Clauses 14, 24 and 44, BSCP513 and the DTC.

2 Procedure

2.1 Conditions Precedent

This procedure may only be utilised to effect a BCoA in MPAS where:

- (i) The volume of MPANs which require a change to the Agent Id and which are registered to a Supplier on a particular MPAS exceeds the Daily Volume Quota operated by that MPAS Provider.
- (ii) A Supplier undertaking this procedure where the number of MPANs involved also exceeds the threshold defined by the BSC Panel under the BSC shall also comply with the requirements of BSCP 513.
- (iii) Where an MPAS Provider has agreed with a Supplier to undertake this procedure, it will use reasonable endeavours to minimise the affect of a Bulk Change of Agent upon the Total Daily Processing and service levels required under Clause 14 of the MRA
- (iv) The MPAS Validation Procedures published by each MPAS Provider shall be applied to notifications received pursuant to this Bulk Change of Agent procedure.
- (v) The Supplier has notified the Data Transfer Services Controller that this Bulk Change of Agent procedure is being utilised, where the Data Transfer Service is being used for the transmission of DTC Flows to effect the BCoA.

2.2 Main users of the procedure

The main users of this procedure are Suppliers and MPAS Providers, but due consideration should be given to the impact on Supplier Agents as well as the Data Transfer Services Controller, and DAs . Settlements are also impacted by the use of this procedure, and their requirements, see 2.4.2 and 2.4.3, should be taken into consideration.

2.3 Requesting a Bulk Change of Agent to be effected by an MPAS Provider

The Supplier's MRA Contract Manager* shall contact the MRA Contract Manager* for the relevant MPAS Provider's Distribution Business in order to notify a request under this procedure to affect a Bulk Change of Agent.

2.3.1 The request to the Contract Manager for the relevant Distribution Business shall provide;

- a) the proposed submission date(s) and volume(s) for the Bulk Change of Agent file/instructions, taking into account any timescales indicated by the MPAS Provider pursuant to contact under principle iv in Section 1.4;
- b) a proposed method(s) by which the file/instructions for a Bulk Change of Agent may be provided in a format and structure consistent with the MRA and DTC, respectively;
- c) confirmation that, where the Bulk Change of Agent relates to the DC or DA appointed to the Metering Point, the DA (or DAs as appropriate) are aware that they will receive notifications of these changes from MPAS such that the MPAS Provider will not incur additional processing³ in resolving a failure of a DA to process the messages from the MPAS Registration System (rejection handling of individual instructions will be undertaken in accordance with existing procedures);
- d) a nominated contact, authorised by the Contract Manager, to be responsible for the Bulk Change of Agent processing (a **Supplier BCoA Contact**);

2.3.2 Within 2 Working Days of receiving such a request the Distribution Business' Contract Manager shall acknowledge receipt of that request and notify a nominated contact, authorised by the Contract Manager, to be responsible for handling the Bulk Change of Agent processing for the MPAS Provider (an **MPAS BCoA Contact**).

2.4 Determining and agreeing the provision of the Bulk Change of Agent file/instructions to the MPAS Provider

Once a request has been notified and acknowledged, the Supplier and MPAS BCoA Contacts shall endeavour to determine and agree the method and timetable for the proposed Bulk Change of Agent.

2.4.1 An MPAS Provider shall consider the Supplier's request under 2.3.1, and within 5 Working Days of receiving that request provide a written response to the Supplier either

- o confirming that the request can be accepted for the proposed timescale and volume; or
- o rejecting the request, which rejection shall contain a suggestion for an alternative date or volume of instructions, provided that any such rejection or amendment is supported by the reason(s) and/or rationale. Where an MPAS Provider rejects the request, the rejection shall indicate alternative

* Contact details for Contract Managers can be obtained from the MRASCo website www.mrasco.com

³ As may be required under MRA Clauses 28.9 and 28.10

volumes and/or dates and may include indicative volumes of instructions that may be acceptable under Total Daily Processing.

To enable further assessment in the event of rejection or revision of the request, the MPAS Provider shall include in their written response a nominated date by which the Supplier may re-submit a request for consideration and agreement.

In considering the request, the MPAS Provider shall bear in mind the provisions of Section 2.5 of this procedure in relation to the scheduling of a Bulk Change of Agent.

Agreement by the Supplier and MPAS BCoA Contacts of the method and timetable for the date(s) and/or volume(s) of processing shall not be construed as an authority to proceed where the requirements of BSCP513, have not been completed (see Section 2.4.2 of this procedure). The agreement reached in 2.4 shall then be supplied in accordance with BSCP513 (see BSC Requirements in Section 2.4.2 of this procedure).

2.4.2 BSC Requirements - The BSC requires a Supplier who wishes to undertake a Bulk Change of NHH Agent for Metering Points to act in accordance with BSCP513. A component of the information required to be included in the application under BSCP513 relates to the agreement between the Supplier and the MPAS Provider for the proposed Bulk Change of Agent.

2.4.3 In the event that an agreement cannot be reached as to the method and/or timetable for the date(s) and/or volume(s) of processing, then the processing cannot commence under this procedure and the condition for written agreement by the MPAS Provider to support an application under BSCP513 will not be met.

Where no agreement is reached a Supplier BCoA Contact may then notify their Contract Manager of this situation. In order to escalate matters in the event of a failure to reach any agreement, the Supplier Contract Manager shall contact the Distribution Business Contract Manager in order to seek resolution.

In the event that the Contract Managers are unable to reach a resolution, the MRA Conciliation Service Guideline (GD20) provides support for parties in progressing issues related to MRA requirements. The MRA also provides for a Disputes process (Clause 38) for any differences arising out of, or in connection with, the MRA, and the supporting procedures. Disputes Forms are set out in MAP01

During Conciliation or Dispute the following key factors may be considered essential information;

- working hours
- system constraints
- ongoing system development and lead times for future development
- the impact of approved industry driven changes
- commercial or contractual arrangements between Suppliers and Agents
- accrual of any performance or data problems

The Disputes Committee determination should be limited to defining reasonable volumes and timescales for the change of Agent. For the avoidance of doubt, any dispute regarding the level of charges raised to the Supplier is a matter under the Licence, and should therefore be directed to Ofgem for determination.

2.5. Scheduling the Bulk Change of Agent

Whilst this procedure does not set out specific processes for scheduling the Bulk Change of Agent, since this will largely be dependent upon the operating procedures for a particular MPAS Provider's MPAS Registration System and the method(s), volume(s) and date(s) agreed, the principles in the following paragraphs should be applied.

- 2.5.1 In scheduling the Bulk Change of Agent, the MPAS Provider shall use reasonable endeavours to ensure that the receipt and processing of such file/instructions shall not impact the Total Daily Processing service levels.
- 2.5.2 The MRA requires that an MPAS Provider shall use reasonable endeavours to ensure that all messages of any one type are processed in the order they are received. This is to be considered when the MPAS Provider determines how the Bulk Change of Agent updates are to be scheduled into the processing for its MPAS Registration System since the MRA excludes the BCoA instructions from Clause 14 setting out Total Daily Processing and this procedure allows for the Bulk Change of Agent to be scheduled outside of Total Daily Processing.
- 2.5.3 The Event Log in the MRA (Schedule 3) notes that the D0205, 'Update Registration Details' via the DTN, is the method by which a Supplier notifies MPAS of a change of agent. If the agreed method of providing the Bulk Change of Agent is via the DTN, the Data Transfer Services Controller shall be informed of this. Nothing in this MRA Agreed Procedure shall preclude the MPAS Provider from processing the Bulk Change of Agent instructions with other D0205 updates within the Total Daily Processing window allowed in the MRA; provided that all reasonable endeavours are undertaken to ensure that this additional volume of instructions does not adversely affect the processing of the notifications of registration(s) or update(s) any other Suppliers have sent to that MPAS Registration System on that Working Day.

For instance the Bulk Change of Agent instructions could be submitted into the MPAS Registration System where the Working Day was a Friday, as

the processing window would extend to the next Working Day, i.e. Monday by 06:00. An alternative would be for the MPAS Provider to complete Total Daily Processing before submitting the Bulk Change of Agent instructions into its MPAS Registration System, thus meeting the requirement to process all messages of any one type that have been received on that Working Day. The Bulk Change of Agent file, which will contain a volume of D0205 instructions, would then be processed after Total Daily Processing. This may reduce the impact on other Suppliers.

The purpose of this principle is to recognise the cost/benefit of utilising efficient IT processes, however the impact on Total Daily Processing for the notifications received for the Working Day must take precedence.

- 2.5.4 It should also be considered that the confirmation (D0172⁴) and rejections (D0203) from the MPAS Registration System as well as any notifications to a DA (a D0209), or DAs if appropriate, of the revised DC or DA Id may be automatically sent to the MPAS Provider's Gateway for delivery to the recipient's Gateway. Thus due care should be taken to ensure that there will not be a detrimental effect on the DTN and the Supplier's or DA's Gateway for the proposed volume of files generated after processing the Bulk Change of Agent.

To this end, where processing of the BCoA will result in the notifications of confirmations/ rejections from the MPAS Registration System being delivered to the relevant Gateway(s), the Supplier shall inform the Data Transfer Services Controller of the proposed date(s) and volume(s) of Bulk Change of Agent file/instructions (which will be assumed to be indicative of the consequent volume of confirmations/rejections). The Data Transfer Services Controller shall confirm receipt of the notification and, where appropriate, identify any DTN or Gateway issues. Where the Data Transfer Services Controller identifies issues, the relevant Supplier and MPAS Provider and the Data Transfer Services Controller shall use reasonable endeavours to resolve these issues.

2.6 Implementing the Bulk Change of Agent

Where the thresholds set out in either the BSC have been exceeded, in order to proceed with the implementation of a Bulk Change of Agent a Supplier shall have received authorisation under BSCP513 to proceed with the proposed Bulk Change of NHH Supplier Agent. The Supplier BCoA Contact shall confirm to the MPAS BCoA Contact in writing that this approval has been received, and an MPAS Provider shall not implement a Bulk Change of Agent where this confirmation has not been received.

BSCP513 provides that, when a BCoA has been authorised by the Panel, Elexon will publish details of the application on the BSC Website. In addition, the successful application will be noted in a relevant ELEXON Circular.

Upon approval of the proposed BCoA from the appropriate Settlements committee, the Supplier shall provide the Bulk Change of Agent instructions to the

⁴ Attention is drawn to the technical constraint of 99,999 instructions on a file applied to the number of Instructions that may be noted within the D0172, which may have a bearing on the processing of the updates to Agent Ids under a BCoA.

MPAS Provider on the due date and in the manner previously agreed between the Supplier BCoA Contact and MPAS BCoA Contact. Any failure by the Supplier to meet this requirement shall halt the use of this procedure.

In implementing the BCoA, an MPAS Provider shall ensure that its MPAS Validation Procedures, and the BSC Validation Requirements⁵ will be applied to the instructions and existing Rejection reasons will be supplied for any rejection of either the entire file or any of the instructions within the file.

2.7 Rejection of the entire file

An MPAS Provider may reject the entire file(s) of Bulk Change of Agent instructions where the file has not been received in accordance with the agreement made with the Supplier or if the file(s) cannot be processed. In either case, the MPAS Provider shall notify the Supplier of the rejection and the reasons for that rejection, which notification shall include a revised period during which the Supplier may re-submit the file under this procedure. In the event of a notification of rejection, where the Supplier does not re-submit the file(s) within the timescale stated in the notification, or the re-submitted file(s) does not resolve the reason for rejection, this procedure shall be deemed to have been applied, but failed, and a new application for this procedure shall be instigated

2.8 Rejection of instructions

Upon acceptance of the file of Bulk Change of Agent instructions by an MPAS Provider, where an instruction within that file to update the Agent Id for a particular Metering Point is Rejected under the MPAS Validation Procedures applied by its MPAS Registration System, then the Rejection, and the reason/s for that Rejection shall be conveyed to the Supplier. Any instructions which have been Rejected shall be resolved using the existing Industry practices but shall not be re-submitted through the use of this Bulk Change of Agent procedure, unless otherwise agreed and confirmed by the Supplier and MPAS BCoA Contacts at the time of the agreement to the BCoA.

Where the number of instructions that require re-submission following the Rejection remains in excess of the volume defined in the BSC then a Supplier shall re-apply for a BCoA under the provisions of BSCP513 and this MRA Agreed Procedure. However, this shall not preclude circumstances where the MPAS Provider's agreement has been established at the time of the formal agreement between the Supplier and MPAS Provider BCoA Contacts to provide for the re-submission of a material volume of instructions, where the reason for their initial rejection has been resolved, within the timescales of the same BCoA

2.9 Completion of the Bulk Change of Agent procedure

Completion of the Bulk Change of Agent under this procedure shall be when the Bulk Change of Agent file has been submitted on the relevant date and in the agreed format; and;

- the Bulk Change of Agent file has been accepted for processing by the MPAS Provider, or

⁵ See Schedule 10 of the MRA

- the Bulk Change of Agent file has been rejected by the MPAS Provider; and
- confirmations or Rejections of the instructions have been notified to the relevant participants by the MPAS Provider or its MPAS Registration System.