

The MRA Agreed Procedure for Smart Prepayment Change of Supplier Exceptions Process

MAP24

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1 Introduction

Background

- 1.1 Energy UK held a number of workshops to identify potential issues with smart prepayment meters. These workshops led to the development of principles to mitigate the risks identified with the Change of Supplier (CoS) process. These principles were the recommended basis for the development of the necessary governance under the Master Registration Agreement (MRA) and the Supply Point Administration Agreement (SPAA).
- 1.2 The Smart Prepayment Issues Group (SPIG) was formed as a dual fuel cross code working group to implement the principles developed by Energy UK into governance. SPIG developed the governance drafting which was progressed via the respective SPAA and MRA change processes.

Purpose

- 1.3 This MRA Agreed Procedure (MAP) sets out a number of Supplier obligations in relation to the CoS process for smart prepayment meters. These obligations are intended to ensure continuity of supply where a meter is going through the smart prepayment CoS process, specifically where the Smart Meter cannot be communicated with by either or both Suppliers

Scope

- 1.4 The scope of this MAP is limited to the governance and procedures for Supplier activities relating to the smart prepayment CoS process for all Smart Meters operating in prepayment mode.

Conditions Precedent

- 1.5 The following conditions must be met, in order for the procedure within this MAP to be utilised:
 - (a) A valid Supplier transfer (or CoS) has taken place for the Smart Meter;
 - (b) The Old Supplier has operated the Smart Meter in prepayment mode;

Condition

- 1.6 Any party raising a Change Proposal to this MAP must also raise a concurrent Change Proposal for Schedule 38¹ under the SPAA, to ensure this cross code governance arrangement is maintained under both the MRA and SPAA.
- 1.7 This MAP should be read in conjunction with the Smart Energy Code (SEC) and the SPAA and its Products. The CoS obligations detailed within MRA and its Products shall apply as if they were included within this MAP.

¹ SCHEDULE 39 - Smart Prepayment Change of Supplier Exceptions Process

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Defined Terms

1.8 Unless otherwise stated in this clause, all defined terms within this MAP shall have the meaning ascribed to them in the MRA:

Change of Supplier	means the process in which responsibility for the supply of electricity to a supply point changes from the Old to the New Supplier.
DCC	Data Communications Company as defined under the Smart Energy Code.
DUIS	DCC User Interface Specification as defined in the relevant Smart Energy Code subsidiary document
Fixed Balance UTRN	a £50 fixed value UTRN, or of a value otherwise agreed bilaterally between the relevant Suppliers.
MRA	Master Registration Agreement.
Operational Hours	Expect operational hours to be a minimum of 9am-5pm on normal working days.
Relevant Old Supplier	the Supplier whose security credentials remain on the smart meter in cases of multiple CoS events.
SEC	Smart Energy Code.
Service Request	has the meaning given under the Smart Energy Code.
Smart Meter	A meter that has been DCC-enrolled or is remotely operated via an SMSO
SPAA	Supply Point Administration Agreement
SMSO	Smart Meter System Operator
SPIG	Smart Prepayment Issues Group.
UTRN	Unique Transaction Reference Number (UTRN) is a mechanism to manually add credit to a smart meter operating in prepayment mode

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2 Procedure

Change of Supplier Process

- 2.1 The Old Supplier shall undertake all reasonable steps to instruct the change of mode on a Smart Meter from prepayment to credit in advance of the New Supplier start date. For SMETS2 meters, this will be carried out by sending a Service Request command in accordance with the DUIS via the DCC.
- 2.2 The Old Supplier shall undertake all reasonable attempts to reject attempted payments, which are intended to top up the balance of a DCC-enrolled Smart Meter, and may reject attempted payments for non-DCC enrolled Smart Meters, following their Supplier end date. In this circumstance, the Old Supplier shall provide guidance to customers regarding how to identify their Supplier.

Exceptions Process

- 2.3 The following Exceptions Process specifically relate to DCC enrolled meters. (For non-DCC enrolled meters the relevant supplier can choose one of the below options in order to mitigate the risk of a customer losing supply due to an exception of 2.1:
 - (a) Replace the non-DCC enrolled meter with a DCC enrolled meter; or
 - (b) Have in place a bilateral agreement with the relevant old supplier to provide UTRNs.)
- 2.4 The New Supplier shall undertake all reasonable steps to remotely apply their configuration settings on a Smart Meter before requesting a Fixed Balance Unique Transaction Reference Number (UTRN) from the Relevant Old Supplier.
- 2.5 If the change of mode command is not successful in switching the Smart Meter from prepayment to credit, the New Supplier can request, where previously not provided by the Old Supplier, one or more Fixed Balance UTRNs from the Relevant Old Supplier via the pro-forma provided in Appendix 1 within 28 calendar days of the Relevant Old Supplier's end date. Only one Fixed Balance UTRN will be provided per request where the customer is a domestic customer, unless otherwise agreed bilaterally between the relevant Suppliers.
- 2.6 The Relevant Old Supplier shall, when contacted by the New Supplier, take all reasonable steps to provide Fixed Balance UTRNs within 3 Operational Hours of the receipt of the request, via the pro-forma provided in Appendix 1. The Relevant Old Supplier may provide Fixed Balance UTRNs to the New Supplier on CoS, without a request being received.
- 2.7 The Relevant Old Supplier shall notify the New Supplier in instances where a Fixed Balance UTRN is not able to be produced within 3 Operational Hours of the receipt of the request. The Relevant Old Supplier shall provide a reason why the request could not be completed using the pro-forma provided in Appendix 1.
- 2.8 The Relevant Old Supplier shall not receive a payment from the customer or the New Supplier for the value of the Fixed Balance UTRNs provided in accordance with this MAP.

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- 2.9 In instances whereby the provision of a Fixed Balance UTRN to the customer does not work, the losing supplier is unable to provide a UTRN or the customer is unable to input the Fixed Balance UTRN, the New Supplier shall undertake relevant arrangements with the customer to guarantee continued supply.

UTRN Generation Process

- 2.10 The following UTRN Generation Process specifically relates to DCC enrolled meters. Suppliers shall make available to all other Suppliers nominated email and telephone contact details as well as Operational Hours for the provision of Fixed Balance UTRNs. Requests for Fixed Balance UTRNs should be made by email in the first instance. Any further follow up action shall be carried out via email or via telephone.
- 2.11 The Relevant Old Supplier shall continue to provide Fixed Balance UTRNs, upon request from the New Supplier, for a period of up to 90 calendar days following its Supplier end date, where an initial request had previously been processed within 28 calendar days of the Relevant Old Suppliers end date (as per clause 2.3).
- 2.12 The cost of the generation and administration of providing the Fixed Balance UTRN will be provided free of charge by the Relevant Old Supplier.

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Appendix 1

Date	New Supplier ID	Relevant Old Supplier	Meter Serial number	GUID	MPAN	UTRN	Value	Rejection Reason

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Change History

Version:	Status:	Date of Issue:	Reason for Issue:
1.0	Draft	11/04/2016	Original draft
1.1	Draft	21/07/2016	Following SPIG meeting addressing Impact Assessment comments
1.2	Final	03/11/2016	Initial issue with respect to MAP CP 0275
1.3	Final	29/06/2017	Issued incorporating MAP CP 0289

Quality Assurance

Review:			
Name	Role	Responsibility	Date of review
Paul Rocke	MRA Delivery Manager	Fitness for purpose	03/11/2016
Michael Barlow	MRA Delivery Team	Accuracy	29/06/2017
Simon Fox-Mella	MRA Delivery Team	Accuracy	29/06/2017
Approval for Issue to Industry:			
Name	Role	Responsibility	Date
MDB		Acceptance of CPs	25/05/2017

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