

The MRA Agreed Procedure for Disconnections

MAP 21

Document Reference: MAP_21
Version: V1.6
Status: Final
Date: 7th November 2019

Table of Contents

1	Introduction	3
2	Context	6
3	Principles	6
4	Single-Site Physical Disconnection	7
5	Multi-site Physical Disconnections	12
6	Logical Disconnections	16
7	Logical Disconnections – Bulk Updates	17

1 Introduction

Background

- 1.1 In 2011, an MRA working group was established in response to feedback from Ofgem's Electricity Connections Steering Group (ECSG) regarding the lack of industry process for developers to follow in respect of 'bulk' disconnections. This working group met throughout 2011 to develop appropriate processes and procedures to support the obligations regarding disconnections and De-Registration that the MRA places on Distribution Businesses and Suppliers.
- 1.2 On 23rd February 2012, MRA parties agreed that these new processes should be implemented as a Working Practice (WP 151) with a review to be undertaken after twelve months to ascertain its success and any issues which needed resolving.
- 1.3 The MRA Issues Resolutions Expert Group (IREG) subsequently reviewed this Working Practice and, taking feedback from MRA parties and other stakeholders into account, agreed that it should form the basis of a new MRA Agreed Procedure (MAP).
- 1.4 The MRA Development Board (MDB) approved this approach, and confirmed that the new MAP should encompass both Logical Disconnections and Physical Disconnections. This MAP 21 – *The MRA Agreed Procedure for Disconnections* is the resultant document.

Purpose

- 1.5 Pursuant to Clause 21.7 of the MRA this MAP sets out the processes that Distribution Businesses and Suppliers shall undertake in order to ensure that disconnection of one or more Metering Points will result in successful De-Registration in accordance with the provisions of the MRA and associated governance.

Document Scope and Objectives

- 1.6 The scope of this MAP is limited to governance and procedures related to the carrying out of Physical Disconnections and Logical Disconnections, and subsequent De-Registration of Metering Points, save where the affected Metering Points relate to one or more Unmetered Supplies.
- 1.7 The objectives of this MAP are to:
 - (a) document procedures for the management of Physical Disconnections;
 - (b) document procedures for the management of Logical Disconnections;
 - (c) establish communication methods for the capture and transfer of information as required by Distribution Businesses, Suppliers, and MPAS Agents to carry out disconnections and subsequent De-Registration of Metering Points; and
 - (d) define the processes relating to the passing of data between parties in relation to disconnections.

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6

Date: 07/11/2019

Exclusions

1.8 The following are specifically excluded from the scope of this MAP:

- (a) matters relating to the contractual arrangements between a Distribution Business and a Customer;
- (b) any costs relating to asset recovery by a Supplier;
- (c) private network disconnections;
- (d) matters relating to the disconnection of Unmetered Supplies that fall under the governance of the Balancing and Settlement Code (BSC), including BSC Procedure 520; and
- (e) disconnection procedures as set out in the Distribution Connections and Use of System Agreement (DCUSA).

Associated References

1.9 The following are referenced within this MAP in relation to the required operation of disconnection related processes under MRA governance:

- (a) The MRA, which provides the overarching governance for this MAP; and
- (b) The Data Transfer Catalogue (DTC), which sets out the mandated structure of Data Flows in relation to the passing of data as set out in this MAP.

Glossary of Terms

1.10 Unless otherwise stated in this Clause 1.10, all defined terms within this MAP shall have the meaning ascribed to those terms in the MRA.

1.10.1 In this MAP the following terms have the following meanings

Active Green Deal Plan	means a Green Deal Plan for which Green Deal Charges are scheduled or expected to be scheduled, as indicated by the fact that the associated Metering Point is indicated as being a Green Deal Metering Point.
Customer	has the meaning given to that term in Clause 3.2 of this MAP.
Data Flow	has the meaning given to that term in the Data Transfer Catalogue.
Data Item	has the meaning given to that term in the Data Transfer Catalogue.
De-Registration	means the activities undertaken by an MPAS Provider in accordance with Clause 21 of the MRA following its acceptance of a De-Registration Notice.
Disconnection Programme	means a situation in which multi-site Physical Disconnections at several sites are required to take place as part of a planned programme of works.
Issues Resolution Expert Group or IREG	has the meaning given to that term in MAP 17 <i>The MRA Agreed Procedure for Issues Resolution and Change Management</i> .

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6

Date: 07/11/2019

MRA

Logical Disconnection	means the activities relating to the De-Registration of a Metering Point, where this is due to a change to the supply making one or more MPAN Cores redundant.
Meter Serial Number	means the unique identifier for an individual meter point device.
Metering Point Agents	means a person appointed by a Supplier to act in any of the roles of Data Aggregator, Data Collector, or Meter Operator in relation to a Metering Point.
MPAN Core	has the meaning given to that term in the Data Transfer Catalogue.
Physical Disconnection	means the removal of the electrical supply to a Metering Point, including any activities required to make safe.
Section 80 Notice	means a notice of intended demolition made to a local authority in accordance with Section 80 of the Building Act 1984.
Section 81 Notice	means a notice issued by a local authority in accordance with Section 81 of the Building Act 1984.
Unmetered Supply	Has the meaning given to that term in the Balancing and Settlement Code.
Working Practice	Means a non-mandated working operational practice, workarounds or guidance as agreed between parties and approved by MDB.

2 Context

- 2.1 Where a person is seeking to commence demolition works to individual premises (one or many) or units, it is anticipated that they are likely to contact the relevant Distribution Business in the first instance in order to arrange for any residual electricity supply to be made safe.
- 2.2 A Distribution Business may decide to provide a quote and require to be paid for the work required in carrying out the disconnection. In order to provide the quotation, the Distribution Business will need to collect and collate a variety of information.
- 2.3 There will also be instances whereby a person may first contact a Supplier directly, for example in relation to a single residential property. In these cases, the Supplier shall advise that person that the disconnection process is led by the Distribution Business, and may offer to take the relevant information from them and send it to that Distribution Business.
- 2.4 The intent of this MAP is to provide a standard process such that each multi-site Disconnection Programme, single-site Physical Disconnection or any Logical Disconnection can be completed through key steps and information exchanges to ensure it is completed successfully for all impacted organisations.

3 Principles

- 3.1 A Disconnection Programme relates to situations where more than one Physical Disconnection will be required.
- 3.2 It is expected that organisations initiating Disconnection Programmes via contact with the Distribution Business might include local authorities, social landlords, and building developers. For the purpose of this MAP, these organisations and any property owner (or other person acting on their behalf) are collectively referred to as the “**Customer**”, meaning the person that is the requestor of the disconnection(s).
- 3.3 In the event of a Disconnection Programme, it is anticipated that the Distribution Business will drive the process as the party with whom the Customer contracts and whom the Customer will pay to facilitate the physical work required to disconnect the supplies.
- 3.4 The Distribution Business shall remain the primary point of contact with the Customer throughout the Physical Disconnections procedure, and shall ensure that the Supplier and other market participants are kept informed in accordance with relevant governance, including this MAP.
- 3.5 Where the Customer contacts a Supplier first in respect of a Physical Disconnection, the Supplier shall advise the Customer that the process is led by the Distribution Business and may offer to collect the relevant information the Distribution Business needs and send it to them via a Data Flow.
- 3.6 Nothing in this MAP shall relieve parties of any of their obligations in respect of any industry code or agreement.
- 3.7 There are a number of key activities required in order to ensure that a disconnection is completed successfully. This MAP sets out a logical set of steps, but recognises that some events may occur in parallel for instances both of Physical Disconnections and Logical Disconnections.
- 3.8 Parties shall provide a point of contact for this procedure, which may be their Contract Manager or such other named individual as that party nominates.

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6

Date: 07/11/2019

4 Single-Site Physical Disconnection

4.1 This procedure is used where a Physical Disconnection is required to take place at a single site, which may include more than one MPAN Core where associated Metering Points exist.

Step 1 - Customer requests disconnection

Step 1a - Customer contacts Distribution Business

4.2 Where the Customer contacts the relevant Distribution Business to agree the details of the disconnection, and in order to ensure that the Distribution Business can provide information to the Supplier and schedule the work efficiently, the following shall be collected by the Distribution Business but may be collected prior to the sending of the D0352 Data Flow in relation to the planned Physical Disconnection:

- (a) address of the property;
- (b) date from which the Customer will have responsibility for the site, if not already responsible;
- (c) contact details for the Customer, including name and telephone number for both works relating to any meter asset removal and for site works to disconnect supply; and
- (d) contact details for site access if different to those for the Customer.

4.3 The following additional information shall be provided prior to the sending of the D0352 Data Flow, but is not critical to begin the disconnection process:

- (a) MPAN Cores(s) and Meter Serial Number(s), if known;
- (b) planned demolition date;
- (c) earliest dates for both meter removal and disconnection (if meter(s) at site); and
- (d) whether any Active Green Deal Plans are associated with the Metering Point(s) at the property to be disconnected.

4.4 Where the Customer is not the person responsible for the property at the time of initial contact, the Distribution Business may require that a letter of authority be provided. Any such letter shall:

- (a) clearly identify the person(s) currently responsible for the property; and
- (b) confirm the Customer's authority to act in relation to the disconnection of the supplies.

4.5 Where the Customer is not the person responsible for the site, a Distribution Business shall be under no obligation to undertake any further activities in relation to the disconnection unless and until the letter referred to in Clause 4.4 is provided.

4.6 Once all relevant information is received, the Distribution Business may provide a quote to the Customer within twenty (20) Working Days, in order to minimise delay to the process.

Step 1b - Customer contacts Supplier

- 4.7 Where the Customer has initially contacted the Supplier to arrange for a disconnection to take place, that Supplier shall advise the Customer that the disconnections process is led by the Distribution Business, but they may offer to take information from the Customer and send it on to the Distribution Business and inform the Customer that the Distribution Business will contact them in due course to make arrangements for the disconnection.

Step 2 - Supplier collects Customer information

- 4.8 Where it elects to obtain information from the Customer, the Supplier shall obtain:
- (a) the address of the property;
 - (b) contact details for the Customer including name and telephone number for both works relating to any meter asset removal and for site works to disconnect supply;
 - (c) MPAN Core(s); and
 - (d) details of how the Customer wishes to be contacted.
- 4.9 The Supplier shall:
- (a) identify if an Active Green Deal Plan is associated with the relevant Metering Point and if so, shall advise the Customer that a Metering Point cannot be disconnected where an Active Green Deal Plan is associated to it; and
 - (b) identify if the relevant Metering Point is a Related Metering Point and if so, shall not un-relate the Metering Point as documented in MAP29 – *The MRA Agreed Procedure for Managing NHH Related Metering Points*, until it has received a D0352 *Notification of Physical Disconnections* or the metering system has been removed.

Step 3 - Supplier sends Customer information to Distribution Business

- 4.10 Where it has collected the information set out in Clause 4.8 from the Customer, the Supplier shall send it to the Distribution Business within two (2) Working Days using the D0132 *Details of Disconnection of Supply Data Flow*.

Step 4 - Distribution Business confirms property and Metering Point(s) affected

- 4.11 Following either receipt of a D0132 *Details of Disconnection of Supply Data Flow* from the Supplier (whereby the Distribution Business shall attempt to contact the Customer within two (2) Working Days) or at the point the Customer contacts the Distribution Business directly, that Distribution Business shall obtain from its MPAS Agent confirmation of:
- (a) addresses;
 - (b) MPAN Cores(s) for the affected Metering Points (including any indicators of Active Green Deal Plans being associated to a Metering Point); and
 - (c) Suppliers impacted by the disconnection.
- 4.12 Where the Distribution Business is not responsible for the affected Metering Point(s), and recognising that the supplies may be on a network which does not fall under Great Britain market arrangements, they shall inform the Customer and (to the extent that such information is available to it), provide information regarding the network operator whom the Customer will need to contact.

Step 5 - Distribution Business checks for Green Deal Plan(s)

- 4.13 Where an Active Green Deal Plan is associated to the relevant Metering Point, the Distribution Business shall inform the Customer of that fact, and that the person responsible for Green Deal Charges for that Green Deal Plan will need to contact the Green Deal Provider to arrange payment of any monies due before disconnection can take place.
- 4.14 In this instance, the Distribution Businesses shall also advise the Customer that disconnection(s) cannot take place until such time as no Active Green Deal Plan is associated to the relevant Metering Point(s).

Step 6 - Distribution Business agrees work required

- 4.15 A Distribution Business shall be entitled to agree any commercial arrangements with the Customer prior to any works commencing in relation to a disconnection.

Step 7 - Cancellation of the disconnection(s)

- 4.16 Where a Customer does not agree a contract with the Distribution Business or does not settle the quote, the Distribution Business shall be entitled to cancel the work to be carried out.
- 4.17 Where the details of a disconnection request have previously been received via a D0132 *Details of Disconnection of Supply Data Flow*, and the Distribution Business decides not to proceed with the disconnection, it shall inform the relevant Supplier(s) within two (2) Working Days of cancellation using a D0262 *Rejection of Disconnection Data Flow*.

Step 8 - Distribution Business informs Supplier(s) of planned disconnection

- 4.18 In order to allow that the Supplier(s) affected by the planned disconnection is able to make any required updates to bill payer accounts, and recover any assets as may be required, the Distribution Business shall send information relating to disconnections to the relevant Supplier(s) using a D0352 *Notification of Physical Disconnections Data Flow*.
- 4.19 The Distribution Business shall send the D0352 *Notification of Physical Disconnections Data Flow* to notify the Supplier of the planned disconnection date as soon as possible, and in any event no later than five (5) Working Days from the date a contractual agreement is in place between the Customer and the Distribution Business.¹
- 4.20 Where the Distribution Business' records indicate any meters are still in situ, it shall ensure that the disconnection date is at least ten (10) Working Days after the date the D0352 *Notification of Physical Disconnections Data Flow* is sent. Where the Distribution Business' records indicate no meters are present, this advance notification of disconnection may be reduced to five (5) Working Days.
- 4.21 For the avoidance of doubt, the Distribution Business shall assume that meters are at site if they are unable to verify previous removal.

Step 9 - Supplier receives notification of disconnection

- 4.22 On receipt of a D0352 *Notification of Physical Disconnections Data Flow*, a Supplier shall contact the Distribution Business via telephone or e-mail as soon as possible, and in any event within five (5) Working Days, if that Suppliers' records indicate that:
- (a) any incorrect Metering Points have been identified for disconnection; or

¹ The contractual agreement begins once the disconnection date is agreed between both parties

- (b) meters are still in situ, and it wishes to agree arrangements to obtain meter reads or asset.

4.23 If the relevant Metering Point is a Related Metering Point, a Supplier shall un-relate the Metering Point, as documented in MAP29 – *The MRA Agreed Procedure for Managing NHH Related Metering Points*, prior to the disconnection date notified in the D0352 *Notification of Physical Disconnections Data Flow*.

Step 10 Asset recovery

4.24 Where a Supplier wishes to obtain final meter readings and/or recover meter assets from the site, it shall do so prior to the disconnection date notified under Clause 4.20.

Step 11 - Distribution Business carries out disconnection at site

4.25 Having issued appropriate notifications under Clause 4.18, the Distribution Business shall in the event of a Physical Disconnection carry out the physical site works to disconnect the Metering Point, and, although not obliged to do so, may, if practical, obtain a final meter reading and recover any assets remaining on-site.

Step 12 - Distribution Business updates counter parties

- 4.26 Once the disconnection is completed, the Distribution Business shall;
- (a) provide a notice to the Customer that the power has been safely disconnected;
 - (b) provide information to the relevant Meter Operator regarding any assets recovered by the Distribution Business, and associated final reads;
 - (c) verify that the relevant Metering Point is not a Related Metering Point. If it is not, provide:
 - (i) A notification to Suppliers that the disconnection has been completed, using the D0125 Confirmation of Disconnection of Supply Data Flow, or other means as agreed; and
 - (ii) a notice of De-Registration to its MPAS Provider (such notification to be made within five (5) Working Days of the date that the disconnection took place).
 - (d) If the relevant Metering Point is still a Related Metering Point, contact the relevant Supplier to advise that the Metering Point has not been un-related as set out in steps 4.9(b) and 4.23.

Step 13 - MPAS updates its records and informs Supplier(s) of De-Registration

- 4.27 On receipt of a De-Registration Notification from its Distribution Business, an MPAS Provider shall process that notification in accordance with Clause 21 of the MRA.
- 4.28 Where an MPAS Provider has accepted a De-Registration Notice in respect of a Metering Point, it shall ensure that the Supplier registered to that Metering Point is subsequently informed of the De-registration via the D0171 *Notification of Distributor Changes to Metering Point Details Data Flow* in accordance with MRA Clause 21.2.

Step 14 - Supplier terminates Metering Point Agents

- 4.29 Where a Supplier becomes aware that a Metering Point has been or is to be De-Registered, it shall de-appoint each of its Metering Point Agents as soon as possible using a D0151 *Termination of Appointment or Contract by Supplier Data Flow*.
- 4.30 When de-appointing its Metering Point Agents, the Supplier shall ensure that:

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status Final

Version: 1.6

Date: 07/11/2019

- (a) the 'Termination Reason' (Data Item J0279) field in the Data Flow is be populated with 'DE' – Disconnection; and
- (b) the effective to date for the appointment of each Metering Point Agent is the same as either:
 - (i) the 'Date of Action' (Data Item J0014) provided by the Distribution Business on the D0125 Data Flow, or
 - (ii) the 'Disconnection Date' (Data Item J0473) as provided to the Supplier via the D0171 Data Flow.

which two dates should be the same.

5 Multi-site Physical Disconnections

5.1 This procedure is used where a Disconnection Programme is carried out.

Step 1 - Customer requests disconnection

Step 1a - Customer contacts Distribution Business

5.2 Where the Customer contacts the relevant Distribution Business to agree details of a Disconnection Programme, and in order to ensure that the Distribution Business can provide information to the affected Supplier(s) and schedule the work efficiently, the following shall be collected by the Distribution Business at a date prior to commencement of any site works in relation to the planned disconnection:

- (a) addresses of the properties;
- (b) date from which the Customer will have responsibility for the site, if not responsible;
- (c) contact details for the Customer, including name and telephone number for both works relating to any meter asset removal and for site works to disconnect supplies; and
- (d) contact details for site access if different to those for the customer.

5.2.2 The following information shall be obtained prior to the disconnections being finalised, but is not required to begin the disconnection process:

- (a) MPAN Cores and Meter Serial Numbers, if known;
- (b) planned demolition date(s);
- (c) earliest dates for both meter removal and disconnection (if meters at site);
- (d) any Section 80 Notice or Section 81 Notice issued in accordance with the Building Act 1984; and
- (e) whether any Active Green Deal Plans are associated with any of the Metering Points at properties to be disconnected.

5.3 Where the Customer is not the person responsible for the sites at the time of initial contact, a Distribution Business may require that a letter of authority is provided. Any such letter (which may relate to an overall development programme that includes a site purchase and/or clearance) shall:

- (a) clearly identify the person(s) currently responsible for the property(ies); and
- (b) confirm the Customer's authority to act in relation to the disconnection of the supplies.

5.4 Once all relevant information is received, a Distribution Businesses may provide a quote to the Customer within twenty (20) Working Days, in order to minimise delay to the process.

Step 1b - Customer contacts Supplier

5.5 Where a Customer has initially contacted a Supplier to arrange for the disconnections to take place, that Supplier shall advise the Customer that the disconnections process is led by the Distribution Business and refer the Customer directly to the relevant Distribution Business.

5.6 The Supplier shall:

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6

Date: 07/11/2019

- (a) identify if an Active Green Deal Plan is associated with the relevant Metering Point and if so, shall advise the Customer that a Metering Point cannot be disconnected where an Active Green Deal Plan is associated to it; and
- (b) identify if the relevant Metering Point is a Related Metering Point and if so, shall not un-relate the Metering Point, as documented in MAP29 – *The MRA Agreed Procedure for Managing NHH Related Metering Points*, until it has received a D0352 *Notification of Physical Disconnections* or the metering system has been removed.

Step 2 - Distribution Business confirms properties and Metering Points affected

5.7 At the point the Customer contacts the Distribution Business directly, that Distribution Business shall obtain, from its MPAS Agent confirmation of:

- (a) addresses;
- (b) MPAN Cores for the affected Metering Points (including any indicators of Active Green Deal Plans being associated to any Metering Points); and
- (c) Suppliers impacted by the Disconnection Programme.

5.8 Where the Distribution Business is not responsible for some or all of the affected Metering Points, and recognising that the supplies may be on a network which does not fall under Great Britain market arrangements, they shall inform the Customer and (to the extent that such information is available to it) provide information regarding the network operator whom the Customer will need to contact.

Step 3 - Distribution Business checks for Green Deal Plan(s)

5.9 Where an Active Green Deal Plan is associated to one or more relevant Metering Points, the Distribution Business shall inform the Customer of that fact, and that the person responsible for Green Deal Charges for that Green Deal Plan will need to contact the Green Deal Provider to arrange payment of any monies due before disconnection can take place.

5.10 In this instance, the Distribution Business shall also advise the Customer that disconnections cannot take place until such time as no Active Green Deal Plan is associated with the relevant Metering Point(s).

Step 4 - Distribution Business agrees work required

5.11 A Distribution Business shall be entitled to agree any commercial arrangements with the Customer prior to any works commencing in relation to a Disconnection Programme.

Step 5 - Cancellation of the disconnections

5.12 Where a Customer does not agree a contract with the Distribution Business or does not settle the quote, the Distribution Business shall be entitled to cancel the work to be carried out.

Step 6 - Distribution Business informs Supplier(s) of planned disconnections

5.13 In order to allow that the Supplier(s) affected by the planned disconnections are able to make any required updates to bill payer accounts, and recover any assets as may be required, the Distribution Business shall send information relating to the disconnections to each relevant Supplier using a D0352 *Notification of Physical Disconnections Data Flow*.

5.14 The Distribution Business shall send the D0352 *Notification of Physical Disconnections Data Flow* to notify the Supplier of the planned disconnection date as soon as possible, and in any event no later than five (5) Working Days from the date a contractual agreement is in place between the Customer and the Distribution Business.

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6

Date: 07/11/2019

- 5.15 Where the Distribution Business' records indicate any meters are still in situ, it shall ensure that the disconnection date is at least 25 (twenty-five) Working Days after the date the D0352 *Notification of Physical Disconnections* Data Flow is sent. Where the Distribution Business' records indicate no meters are present the advance notification of disconnection may be reduced to five (5) Working Days.
- 5.16 For the avoidance of doubt, Distribution Businesses shall assume that meters are at site if they are unable to verify previous removal.

Step 7 - Supplier receives notification of disconnection

- 5.17 On receipt of a D0352 *Notification of Physical Disconnections* Data Flow, a Supplier shall contact the Distribution Business, via telephone or e-mail, as soon as possible and in any event within five (5) Working Days, if that Supplier's records indicate that:
- (a) any incorrect Metering Points have been identified for disconnection;
 - (b) meters are still in situ, and it wishes to agree arrangements to obtain meter reads or asset; or
 - (c) there is any other relevant issue with any Metering Point.
- 5.18 If any relevant Metering Point is a Related Metering Point, a Supplier shall un-relate the Metering Point, as documented in MAP29, *The MRA Agreed Procedure for Managing NHH Related Metering Points*, prior to the disconnection date notified in the D0352 *Notification of Physical Disconnections* Data Flow.

Step 8 - Asset Recovery

- 5.19 Where a Supplier wishes to obtain final meter readings and/or recover meter assets from the site(s), it shall do so prior to the disconnection date(s) notified under Clause 5.15 of this procedure.

Step 9 - Distribution Business carries out disconnections at site.

- 5.20 Having issued appropriate notices under Clause 5.14, the Distribution Business may carry out the physical site works to disconnect the Metering Points and, although not obliged to do so, may, if practical, obtain final meter readings and recover any assets remaining on-site.

Step 10 - Distribution Business updates affected parties

- 5.21 Once the disconnection is completed the Distribution Business shall:
- (a) provide a notice to the Customer that the power has been safely disconnected;
 - (b) provide information to the relevant Meter Operator(s) regarding any assets recovered by the Distribution Business, and associated final reads; and
 - (c) verify that the relevant Metering Point is not a Related Metering Point. If it is not, provide:
 - (i) A notification to Suppliers that the disconnection has been completed, using the D0125 Confirmation of Disconnection of Supply Data Flow, or other means as agreed; and
 - (ii) For each Metering Point affected, a Notice of De-Registration to its MPAS Provider (such notification to be made within five (5) Working Days of the date that the disconnection took place).

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6

Date: 07/11/2019

- (d) If the relevant Metering Point is still a Related Metering Point, contact the relevant Supplier to advise that the Metering Point has not been un-related as set out in steps 5.6(b) and 5.18.

Step 11 - MPAS updates its records and informs Suppliers of De-Registration

- 5.22 On receipt of a De-Registration Notification from its Distribution Business, an MPAS Provider shall process that notification in accordance with Clause 21 of the MRA.
- 5.23 Where an MPAS Provider has accepted a De-Registration Notice in respect of a Metering Point, it shall ensure that the Supplier registered to that Metering Point is subsequently informed of the De-Registration via the D0171 *Notification of Distributor Changes to Metering Point Details* Data Flow in accordance with MRA Clause 21.2.

Step 12 - Supplier terminates Metering Point Agents

- 5.24 Where a Supplier becomes aware that a Metering Point has been or is to be De-Registered, it shall de-appoint each of its Metering Point Agents as soon as possible using a D0151 *Termination of Appointment or Contract by Supplier* Data Flow.
- 5.25 When de-appointing its Metering Point Agents, the Supplier shall ensure that
 - (a) the 'Termination Reason' (Data Item J0279) field in the Data Flow is populated with 'DE' – Disconnection; and
 - (b) the effective to date for the appointment of each Metering Point Agent is the same as either:
 - (i) the 'Date of Action' (Data Item J0014) provided by the Distribution Business in the D0125 *Confirmation of Disconnection of Supply* Data Flow; or
 - (ii) the 'Disconnection Date' (Data Item J0473) as provided to the Supplier via the D0171 *Notification of Distributor Changes to Metering Point Details* Data Flow.

which two dates should be the same.

6 Logical Disconnections

6.1 This procedure is used where a Logical Disconnection is required.

Step 1 - Notifying the Distribution Business of a request for disconnection of supply

6.2 The Supplier shall:

- (a) identify if an Active Green Deal Plan is associated with the relevant Metering Point. If so, the Supplier shall identify if another Metering Point exists at the property for the same Customer.
 - (i) If another Metering Point exists at the property for the same Customer, the Supplier shall arrange to transfer the Green Deal Plan to the other Metering Point as defined in MAP18, The Green Deal Central Charge Database; or
 - (ii) If no other Metering Point exists at the property for the same Customer, the Supplier shall not disconnect the Metering Point until such time as there is no Active Green Deal Plan associated with it.
- (b) identify if the relevant Metering Point is a Related Metering Point as the Supplier will need to un-relate the Metering Point as documented in MAP29 – *The MRA Agreed Procedure for Managing NHH Related Metering Points*, before the Distribution Business can proceed with the disconnection request.

6.3 The Supplier shall ensure that there is no foreseeable future use for the Metering Point and ensure that the metering has been removed. In those circumstances it shall request a Logical Disconnection via the relevant Distribution Business using a D0132 *Request for Disconnection of Supply Data Flow*.

6.4 The Supplier shall follow these principles when populating a D0132 *Request for Disconnection of Supply Data Flow*:

- (a) the 'Disconnection Type' (Data Item J1648) shall be populated with a value of 'A' to indicate a Logical Disconnection (redundancy of an additional MPAN);
- (b) any information that enables the Distribution Business to undertake their responsibilities, including the reason for the request, details of De-energisation works (where appropriate), and an explanation of why there is no foreseeable future use for the Metering Point, shall be detailed in the Additional Information field (Data Item J0012); and
- (c) the Appointment Date (Data Item J0174) should be the date that any additional MPAN Core was made redundant. The Distribution Business shall use this as the date of disconnection of the MPAN.

Step 2 - Distribution Business receives details of disconnection

6.5 Following receipt of a D0132 Data Flow requesting a Logical Disconnection, a Distribution Business shall validate that there is no metering recorded on MPAS for the relevant Metering Point and respond to the Supplier within five (5) Working Days, either:

- (a) accepting the request using a D0125 *Confirmation of Disconnection of Supply Data Flow*, or other means as agreed; or

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6

Date: 07/11/2019

- (b) rejecting the request using a D0262 *Rejection of Disconnection* Data Flow. For the avoidance of doubt, the Distribution Business should always reject the disconnection request if the relevant Metering Point is a Related Metering Point, there is an Active Green Deal Plan associated with it, or MPAS indicated metering is still present.

Step 3 - Distribution Business notifies MPAS of disconnection and requests de-registration of Metering Point

- 6.5.2 The Distribution Business shall issue a De-Registration Notice to its MPAS Provider within five (5) Working Days of confirming acceptance of the Supplier's request.

Step 4 - MPAS updates its records and Informs Supplier of De-Registration

- 6.6 On receipt of a De-Registration Notification from its Distribution Business, an MPAS Provider shall process that notification in accordance with Clause 21 of the MRA.
- 6.7 Where an MPAS Provider has accepted a De-Registration Notice in respect of a Metering Point, it shall ensure that the Supplier registered to that Metering Point is subsequently informed of the De-Registration via the D0171 *Notification of Distributor Changes to Metering Point Details* Data Flow in accordance with MRA Clause 21.2.

Step 5 - Supplier terminates Metering Point agents

- 6.8 Where a Supplier becomes aware that a Metering Point has been or is to be De-Registered, it shall de-appoint each of its Metering Point Agents as soon as possible using a D0151 *Termination of Appointment or Contract by Supplier* Data Flow.
- 6.9 When de-appointing its Metering Point Agents, the Supplier shall ensure that
 - (a) the 'Termination Reason' (Data Item J0279) field in the Data Flow is populated with 'DE' – Disconnection; and
 - (b) the effective to date for the appointment of each Metering Point Agent is the same as either:
 - (i) the 'Date of Action' (Data Item J0014) provided by the Distribution Business in the D0125 Data Flow, or
 - (ii) the 'Disconnection Date' (Data Item J0473) as provided to the Supplier via the D0171 Data Flow.

which two dates should be the same.

7 Logical Disconnections – Bulk Updates

- 7.1 A bulk update will be deemed to be 50 or more requests at any one time per Supplier. That Supplier will then enter into a bi-lateral agreement with the appropriate Distribution Company. The Distribution Company will determine the progress of such a request based on the number of similar requests received at any given time. It is expected that the requesting Supplier will have carried out all the relevant checks as per an individual request as outlined in Section 6 above prior to submitting a bulk request.

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6

Date: 07/11/2019

MRA

Document Controls

Change History

Version:	Status:	Date of Issue:	Reason for Issue:
0.6	Approved	26/06/2014	Updated following MDB modified approval of MAP CP 0173.
1.0	Final	26/06/2014	Issued to industry incorporating MAP CP 0173.
1.1	Final	06/11/2014	References Update, as agreed at MDB_14_0828
1.2	Final	26/02/2015	Issued to industry incorporating MAP CP 0219.
1.2.1	Draft	01/09/2015	Updated to revised format to include clausal drafting
1.3	Draft	05/09/2015	Revisions made to clarify parties rights and obligations
1.4	Final	30/06/2016	Issued to industry incorporating MAP CP 0261
1.5	Final	27/06/2019	Issued to industry incorporating MAP CP 0312
1.6	Final	07/11/2019	Issued to industry incorporating MAP CP 0315

Quality Assurance

Review:			
Name	Role	Responsibility	Date of review
Eugene Asante	MRA Delivery Team	Accuracy	07/11/2019
Andrew Bard	MRA Delivery Team	Accuracy	07/11/2019
Approval for Issue to Industry:			
Name	Role	Responsibility	Date
MDB			29/08/2019

MRA Approvals

Approval for recommendation to authority		
Name:	Recommendation:	Date
MDB		N/A

Change Approvals and Consents

Name	Organisation	Responsibility	Date
	Ofgem obo the Authority	Approval for change implementation	N/A
	BEIS obo Secretary of State	Consent to implement changes	N/A

Reference: MAP_21 - The MRA Agreed Procedure for Disconnections
Status: Final

Version: 1.6
Date: 07/11/2019