



# **The Procedure for Requesting Additional Import / Export MPANs using ECOES2**

## **MAP 27**

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## Table of Contents

<b>1</b>	<b>Introduction</b>	<b>2</b>
1.1	Purpose	2
1.2	Scope	3
1.3	Out of Scope	3
<b>2</b>	<b>Supplier Requests</b>	<b>3</b>
2.1	Step 1 - Select import / export MPAN	3
2.1.1	IMPORT MPAN	3
2.1.2	Select relevant details dependent on property and type of MPAN required (Import/Export):	4
2.2	Request EXPORT MPAN	4
2.2.1	Export MPAN	4
2.2.2	Select relevant details dependent on property and type of MPAN required	4
2.2.3	Bulk Request for Export MPANs	4
<b>3</b>	<b>Distributor response to request for additional MPANs</b>	<b>4</b>
<b>4</b>	<b>Contact Details</b>	<b>5</b>
<b>5</b>	<b>Supplier obligations once an MPAN is created</b>	<b>5</b>
	<b>Annex A</b>	<b>6</b>

## 1 Introduction

### 1.1 Purpose

The need for a solution to resolve issues that were being experienced in relation to the process of requesting new/additional MPAN/s by Suppliers, by the sending of a D0168 (Request for Additional/New MPAN Core(s)), and the Distribution Business responses via the D0169 (Allocation of New/Additional MPAN Core(s)) Data Flows was identified in late 2017 and an ECOES solution as part of the ECOES2 roll-out was identified and developed through IREG.

The solution is to allow Suppliers to request an additional MPAN, which is not a new connection, from the Distribution companies directly via specified screens in ECOES. On receipt of this request the Distribution companies can determine whether the request is valid and either accept, reject or request more information from the Supplier. This fixes the issues identified by IREG in allowing for a two-way communication between Supplier and Distributor, whereas the existing process currently does not allow for a rejection or

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information request to be communicated to the Supplier D0169 Data Flow. This is more often than not submitted via email.

## 1.2 Scope

The scope of this process is to allow the following actions to take place:

- Suppliers to request additional MPANs from Distributors
- Distributors to respond to Supplier requests whether it be to accept/reject or request additional information
- Full tracking / reporting via specific download screens

## 1.3 Out of Scope

It should be noted this process is not a replacement for the new connections process.

## The Procedure

### 2 Supplier Requests

Suppliers can request an additional MPAN for a number of reasons and each reason has specific individual steps to follow.

#### 2.1 Step 1 - Select import / export MPAN

##### 2.1.1 IMPORT MPAN

Select type of MPAN required

- **Related MPAN**
  - This is only to be used for secondary tariffs that are linked to the primary MPAN via a related MTC (e.g. electric central heating tariff)
  - Shall provide the current import MPAN using ECOES search facilities. This allows the metering point address to be auto-populated
  - Provide any relevant information to assist Distribution business in determining if related or not, LLFC and timescales for completion.
- **Non related import MPAN**
  - E.g. Property being split up
    - Shall provide current property MPAN using ECOES search facilities  
This allows the metering point address to be auto-populated.
    - Any relevant information
  - Premise on supply without a MPAN
    - Identify the DNO or IDNO
    - Provide full address details
    - Any relevant information

## 2.1.2 Select relevant details dependent on property and type of MPAN required (Import/Export):

- Measurement Class
- Profile Class
- Type of premise
- Is power already at the site
- Is there an open complaint associated with this
- Expected REGI date
- Contact details – mandatory details are phone AND email address. Can be auto-populated via ECOES2 user profile but agents can change the details for this process where appropriate

## 2.2 Request EXPORT MPAN

### 2.2.1 Export MPAN

- Supplier must provide the import MPAN using ECOES search facility
- Provide Metering Point Address – This should be auto populated from import MPAN

### 2.2.2 Select relevant details dependent on property and type of MPAN required

- Measurement Class
- Profile Class
- Type of premise
- Is power already at the site
- Is there an open complaint associated with this
- Expected REGI date
- Contact details – mandatory are phone AND email address. Can be auto-populated via ECOES user profile but agents can change the details for this process where appropriate.
- Relevant information

### 2.2.3 Bulk Request for Export MPANs

Any request for a bulk request in relation to a request for Export MPANs will be subject to a bi-lateral request between the Supplier and the relevant Distribution business. Any request of 50 or more Export MPANs per Supplier per day will be deemed to a bulk request and as such will be subject to a bi-lateral agreement.

## 3 Distributor response to request for additional MPANs

The Distributor will respond to a request with one of the following reasons within 10 working days.

- New MPAN generated
- MPAN already exists
- Rejected – e.g. incorrect Distributor
- Additional information required from supplier – The Distributor will clearly specify what information is required that is currently preventing creation of a new MPAN.

If this timescale cannot be met the Distribution Business MRA Contract Manager will discuss with the Supplier MRA Contract Manager. Timescales are monitored via ECOES reporting and are visible to both parties.

#### **4 Contact Details**

In respect of Sections 2 and 3 above, contact details and appropriate e-mail address, name and phone number shall be provided by both the Supplier making the request and the Distributor responding to such a request.

#### **5 Supplier obligations once an MPAN is created**

Suppliers should note that reporting is based on MPAN live in ECOES2 not MPRS so there may be a slight delay due to the ECOES2 upload process. As such the Supplier obligations will only begin once the newly created MPAN has a status of MPAN live in ECOES2.

A Suppliers must register the new MPAN as per timescales set out in BSCP501. However, it should be noted that if these timescales are not met then the Distributor has the right to disconnect the MPAN and as such Suppliers will have to raise another request for a new MPAN should this occur.

It should also be noted that the ECOES2 reporting function will include the status of any new MPANs so both Suppliers and Distributors can clearly see the status of any MPANs that have not been registered within appropriate timescales.

## Annex A

### Document Controls

#### Change History

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0.3	For review		
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#### Quality Assurance

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