User Guide

Meter Operator Agent Appointment

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Version History

Version	Date Published	Status	Reason for Change
0.1	10 July 2025	Draft	For industry consultation
0.2	06 August 2025	Draft	Updated post-consultation
1.0	13 August 2025	Approved	Baselined following approval at the REC Metering Expert Panel on 13 August 2025

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1. Purpose of this User Guide

This guidance note provides additional information to support Suppliers' and Meter Operator Agents' (MOAs) understanding of the MOA Appointment arrangements.

This guidance note should be read in conjunction with

- Schedule 14 - Metering Operations, which defines the key business processes for managing an MOA Appointment, with or without a Switch/Initial Registration event and the associated Market Participant obligations;
- Energy Market Data Specification (EMDS), which defines the format of the Market Messages used to share Meter Technical Details (MTDs) and any specific data population rules which defines the format of the Market Messages used within the change of Market Segment process; and
- Balancing and Settlement Code (BSC) Procedure, BSCP706 'Supplier Meter Registration Service for MHHS Metering Systems' which defines the Supplier Meter Registration Service (SMRS) validation rules.

This guidance note has been developed to support the implementation of Market-wide Half Hourly Settlement (MHHS), which made significant changes to the systems and processes used for managing MOA Appointments.

2. Key principles

The MOA Appointment process is fundamentally changing under the MHHS arrangements. The following high-level principles include:

- The SMRS manages MOA Appointments centrally. Suppliers send MOA Appointment requests to SMRS, SMRS validates the request before sending to the prospective MOA
- Retrospective appointments become effective following acceptance by the MOA, whilst prospective appointment are held in a queue until the Secured Active window prior to the Effective from Date
- Core Meter Technical Details MTDs are held by the SMRS and passed to the Gaining MOA (and other Market Participants) following confirmation of the MOA Appointment. For Advanced Metering Assets and Traditional Metering Assets, additional MTDs are sent by the Losing MOA to the Gaining MOA via the D0268 and D0149 / D0150 respectively
- Where a Related Metering Point association is in place, the MOA Appointed to the Primary Metering Point will be auto-appointed to the Subsidiary Metering Point(s)
- Where an Import / Export Association is in place, the MOA Appointed to the Import Metering Point will be auto-appointed to the Export Metering Point

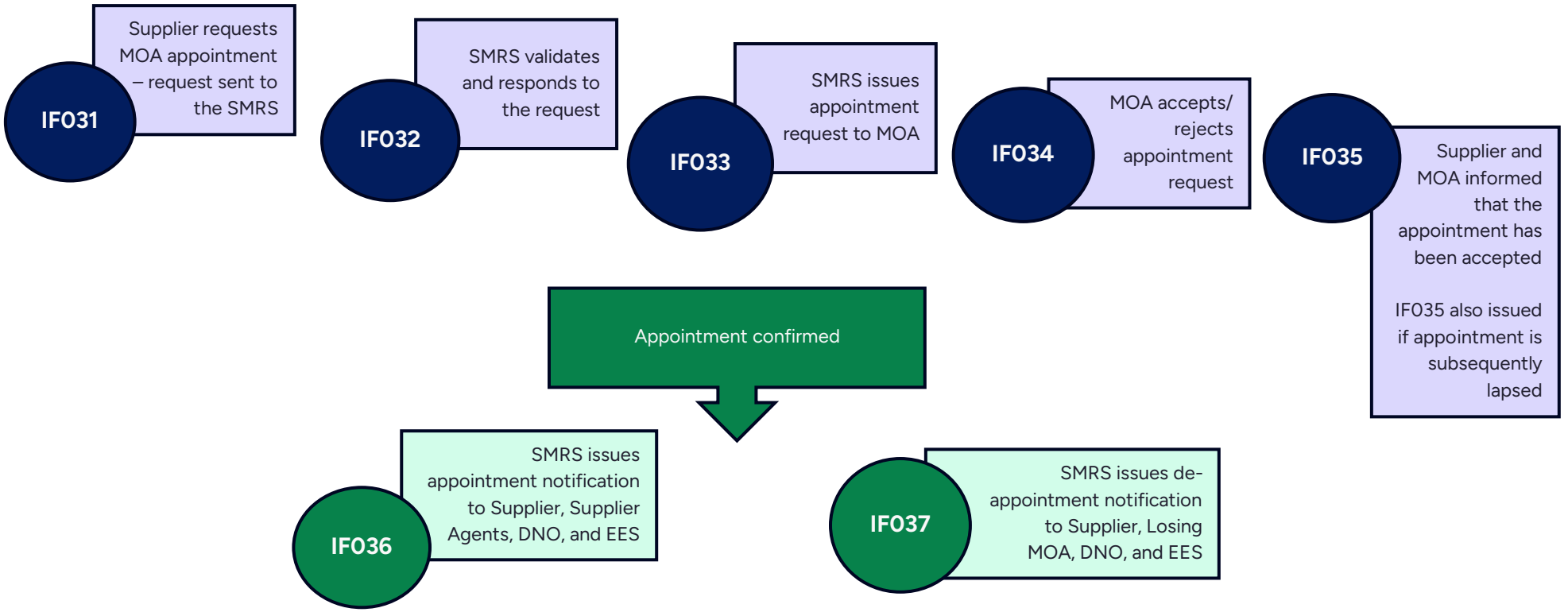
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3. MHHS processes, applicable to MHHS Metering Points

Schedule 14 - Metering Operations Part D, defines the end to end MOA Appointment process applicable to MHHS Metering Points. This is broken down into:

- MOA Appointment with no concurrent Switch / Initial Registration
- MOA Appointment with concurrent Switch
- MOA Appointment with concurrent Initial Registration

A standard set of Data Integration Platform (DIP) Market Messages are used to progress the MOA Appointment under each of these scenarios:



1 **IF031 'Supplier Agent Appointment Request'** is sent by the Supplier to the SMRS specifying the MOA to be appointed.

2 The SMRS validates the IF031 and issues a response via the **IF032 'SMRS Supplier Agent Appointment Request Response'** accepting or rejecting the appointment request.

3 Where the SMRS accepts the request, they will send an **IF033 'SMRS Request for Supplier Agent Appointment'** to the Gaining MOA.

4 The MOA validates the IF033 and determines whether to accept the appointment, issuing a response to the SMRS via the **IF034 'Supplier Agent Appointment Request Response to SMRS'**.

5 Where the MOA Appointment is accepted, the SMRS issues an **IF035 'SMRS Appointment Status Notification'** to the Supplier and Gaining MOA to confirm appointment acceptance. An IF035 is also issued to the Losing MOA to trigger the sending of MTDs. These will be sent for Advanced and Traditional MTDs via the D0268 and D0149 / D0150 respectively.

6 For retrospective appointments, the MOA appointment will be confirmed immediately and the SMRS will issue an **IF036 'SMRS Notification of Supplier Agent Appointment & Supporting Info'** to the Gaining MOA, Supplier, Data Service, DNO BSC Central Systems and EES.

7 For prospective appointments the MOA appointment will be held in a queue until the Secured Active window prior to the MOA appointment Effective from Date, at which point the IF036 'SMRS Notification of Supplier Agent Appointment & Supporting Info' will confirm the appointment to the Gaining MOA, Supplier, Data Service, DNO BSC Central Systems and EES. The IF036 will be received between 20.00 and 21.00 as per the BSCP706, section 3.4.

8 In parallel with the IF036, the **IF037 'SMRS Notification of Supplier Agent De-Appointment'** will be issued to the Losing MOA, DNO, incumbent Supplier and EES.

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4. Guidance for populating the IF031 'Supplier Agent Appointment Request'

This Market Message is used by Suppliers to request MOA Appointments. The 'Service Provider Appointment Scenario' Data Item (DI20170) is used to identify the scenario as follows:

Scenario	Purpose
COS	Change of Supplier – for use when a prospective agent appointment is being progressed in parallel with a Switch event.
CSP	Change of Service Provider (MHHS term for agent) – for use when there is no concurrent Switch. This includes all scenarios where the agent appointment is being retrospectively applied back to the supplier effective date.
USP	Update Service Provider – this is not an appointment scenario, but should be used where updates to appointment details are required. Example: a change to the contract reference number (not expected to be used much for MOA appointments)
SEG	Change of Market Segment – to enable an agent appointment to be progressed for a Market Segment that does not align to the existing metering asset.
MCA	Migration Change of Agent – for use within the MHHS Migration process when there is no concurrent Switch.
MCS	Migration Change of Supplier - for use within the MHHS Migration process where the agent appointment is being progressed in parallel with a Switch event.

Validation of MOA appointment requests is completed by the SMRS before the request is issued to the Gaining MOA. SMRS operating hours prevent appointment requests being processed during non- working hours (after 23:00 hrs and on non-working days). However, appointment confirmations will be issued on a calendar day basis.

> *Business validation rules defined through the MHHS design are captured in BSCP706: Supplier Meter Registration Service for MHHS Metering Systems*

Validation includes the following key rules (note that this is not an exhaustive list):

- The Supplier submitting the appointment request is MHHS Qualified. For COS scenarios the requesting Supplier must be the subject of a pending Switch. For CSP scenarios the requesting Supplier must be registered to the Metering Point.
- The effective from date of the MOA Appointment should equate to midnight local time, (to align to the Switch effective from date).
- The proposed MOA is included within Industry Standing Data (ISD) against the correct Market Segment (unless the scenario is SEG).
- MOA appointments cannot be progressed independently in relation to associated export and secondary metering points.

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5. Customer Direct Contracts

The MHHS design has introduced the concept of a Customer Direct Contract Advisory, enabling the appointed MOA to set the flag if they have a direct contract with the customer.

A MOA can record a customer direct contract by submitting an **IF038 'Customer Direct Contract Advisory**'. The SMRS validates this and responds to confirm or reject the message via an **IF039 'Customer Direct Contract Advisory Response'**.

These are not actual MOA appointments and there is no requirement for suppliers to appoint a MOA who has an effective Customer Direct Contract. The flag enables suppliers to check with the customer if they are planning to appoint a different MOA.

Where evergreen contracts have been agreed with a customer, the MOA can only include these in the SMRS for a maximum of 3 years before a new notification is required to re-instate the contract. MOAs are required to remove the flag if they cease to have a direct contract with the customer.

6. Frequently Asked Questions

Q1. When are MTDs shared for Data Services Appointments?

A. As for MOA Appointments, the Gaining Data Service will receive Smart MTDs within the IF036 following confirmation of the Data Service Appointment. For Advanced and Traditional Metering Assets the incumbent MOA will share MTDs with the Gaining Data Service via the D0268 and D0149 / D0150 following receipt of the IF035 'Send MTD' scenario variant.

Q2. Where a Supplier tries to appoint an invalid MOA i.e. a MOA not included in ISD, how will the rejection be communicated to the Supplier?

A: Validation of DIP identifiers against ISD by the MPRS are captured under level 3 / 4 validation. Where the Gaining MOA does not have a valid DIP Id, the MPRS will reject the IF031 using a status report issued with error code RCP1022 (rather than rejecting via the IF032).

Q3. What should the Gaining MOA do if they do not receive MTDs from the Losing MOA?

A: The Gaining MOA can issue a D0170 'Request Metering System Related Details' to the Losing MOA. MTDs should be sent by the Losing MOA within 120 minutes of receipt of the IF035. To account for late MTDs, the Gaining MOA should wait 1 Working Day before issuing the D0170. If the MOA Appointment is part of a Switch, the PT0078 Missing MTDs General Query (Elec) can be used by Suppliers in the Secure Data Exchange Portal as a next step.

Q4. How will the Supplier know if a MOA appointment is not in place?

A: The SMRS will issue an IF045 'SMRS Reminder Notification' to the Registered Supplier where a Supplier Agent Appointment is not in place. The initial IF045 will be issued during the Secured Active Window on the Supplier Effective from Date, with additional notifications then issued every 7 days until resolution.

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