RETAIL ENERGY CODE

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R0037 PREPAYMENT CREDIT BALANCE & DEBT TRANSFER PROCESSES – SOLUTION

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1 PURPOSE

The purpose of this document is to provide an outline of the solution being considered for R0037 – Prepayment Credit Balance and Debt Transfer Process, to allow the reader to have an understanding of these solutions and provide feedback.

2 BACKGROUND

2.1 CHANGE OVERVIEW

This Change Proposal seeks to develop an agile, efficient, Consumer-centric solution for the transfer of credit or debt balance as part of a smart prepayment Switch.

2.2 PROBLEM STATEMENT

The process for debt transfer on a Switch for domestic prepayment Consumers is neither fit for purpose nor Consumer-centric. Recent Performance Assurance analysis has shown that only around 15% of DAPs (traditional and Smart Meters) initiated result in a successful Switch after 28 Working Days. The root cause of this needs to be better understood and addressed.

There is currently no mechanism to transfer credit balances when a Switch occurs, and Consumers are having to wait for any credit on their meter to potentially be refunded. This is not occurring until a number of weeks after they have had to top up with their new Supplier, meaning there is a period of time when their money/credit is not available to them.

The debt transfer and credit refund processes have not been reviewed since smart prepayment has become common place. Figures up until the end of 2022 show that 13% of 26.9 million smart meters were in prepayment mode, giving an estimated 3.4 million smart prepayment meters in the country. The processes need to be reviewed, taking the current market conditions into consideration, to ensure prepayment Consumers' interests are reflected in switching arrangements.

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3 SOLUTION OVERVIEW

The Smart Prepayment Switch Process detailed within Schedule 11 of the Prepayment Arrangements Schedule currently require the Losing Supplier to update the payment mode of the Smart Meter to Credit Mode prior to the Switch completing. The Gaining Supplier would then update the payment mode to credit upon configuring the meter. This was implemented to ensure that Consumers remained on supply throughout the Switch process.

In order for the objectives of this Change to be met, the balance of a Smart Meter operating in Prepayment Mode must be retained throughout the Switch process with minimal intervention required from the Consumer and relevant Energy Suppliers. This cannot happen with the existing process as the stage of updating the payment mode during the Switch also removes the Prepayment Balance.

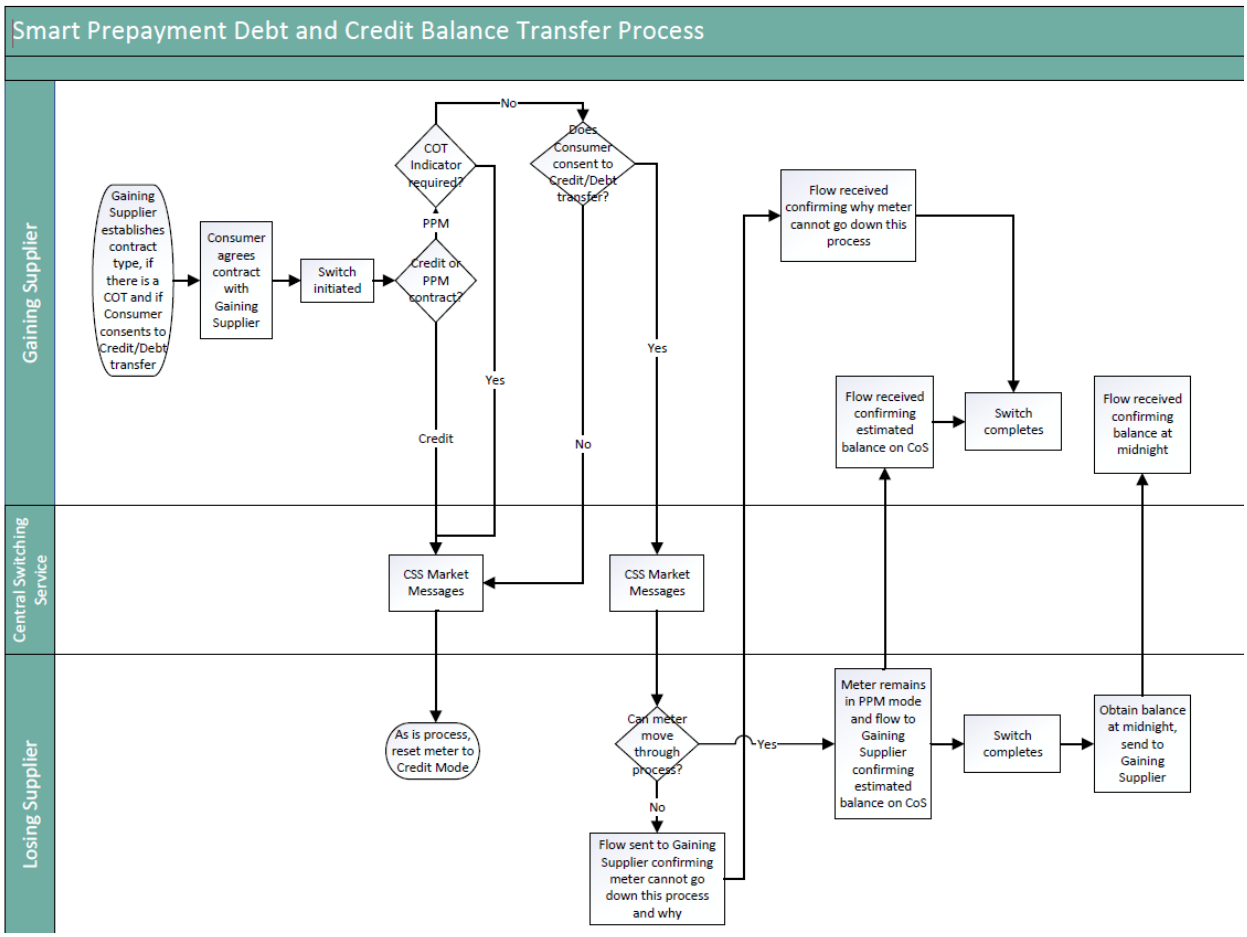
The solution for this Change Proposal proposes to remove the stage of the existing Switch Process where the Consumer has consented to the Prepayment Balance transferring, to no longer update the payment mode for an Enrolled-Smart Meter. This will retain the Prepayment Balance for the Consumer and be settled between the relevant Suppliers post Switch completion.

The proposed solution is described as follows.

- The Gaining Supplier confirms at point of sale that this is not a Change of Occupier (existing data item), the consumer wants a smart prepayment contract (new data item) and they consent to their credit, debt and debt recovery rate (new data item) moving across. The Gaining Supplier will include these as Y/N options within the existing Switch Request Market Message to CSS.
- These are then sent over to the Losing Supplier in the CSS Invitation to Intervene Market Message.
- The data items will be added at the end of each flow.
- Assuming all 3 conditions are met, the Losing Supplier evaluates whether it is possible for the existing Prepayment Balance to move over. They send a new flow direct to the Gaining Supplier (i.e. not via CSS) confirming this.
    - Flow is a Yes / No option.
    - If Yes, Losing Supplier confirms an estimated balance for the Switch date.
    - If No, Losing Supplier confirms why the process cannot be triggered.
        - Reasons the process could not be triggered include the meter is currently operating in Credit mode, the meter is not communicating or the Prepayment Debt value is higher than the threshold.
- It is intended that this process will be used to transfer credit and debt balances from the Losing to the Gaining Supplier, at a threshold linked to DAP (under the current DAP arrangements this would be a £500 credit and £500 debt threshold).

- If the Prepayment Credit is higher than the threshold, the Losing Supplier would need to manually adjust the credit value to the threshold and refund the remainder via the usual final bill process.

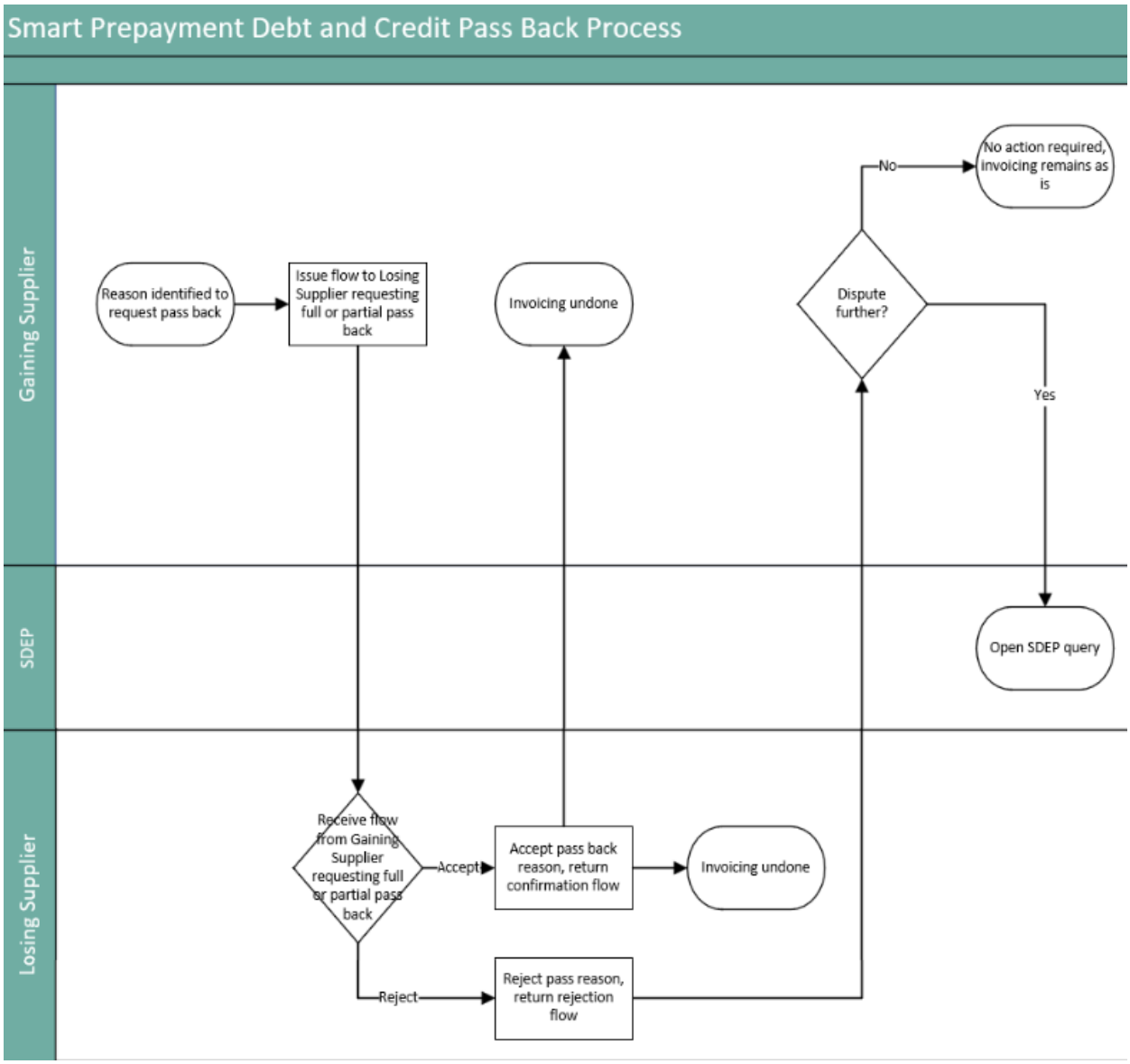
- If the meter can and is going through the new process, the Losing Supplier does not flip the meter to Credit Mode during the switch allowing the Prepayment Balance to move over with the Gaining Supplier. There is also no need for the DAP process to be triggered.
- The Losing Supplier, as close to midnight as possible, reads the balance on the meter and sends this direct to the Gaining Supplier in a new flow.
    - This is used for invoicing between Suppliers, on a monthly aggregated level between Supplier IDs with backing data sent via SDEP communications.



There will also be a dispute or “Return of Balance Request” process, where both Suppliers can send a flow to each other if it is determined the full or a partial amount of the Prepayment Balance should not have moved over and with agreement, correct the invoicing. There are also SDEP screens for raising queries and escalations. Reasons this would be required have so far been identified as:

- A Change of Occupier is discovered to have occurred on or before the Switch date, after the Switch date (full return).
- Resolution of disputed Switch Meter Read that impacts debt/credit position (partial return).
- Customer disputes debt position with Losing Supplier (partial return).

We have omitted Erroneous Transfers from the Return of Balance Request process on the basis that the same customer should still be in the property using the meter. The credit would not need to be passed back to the Losing Supplier as the right customer was using it, just with the wrong supplier. On the meter being returned to the Losing Supplier, it can re-go through this process and the Prepayment Balance at the new Switch transferred back.



3.1 LEGAL TEXT

This solution will make changes to the legal text within Schedule 1 – Interpretations and Definitions, Schedule 11 – Prepayment Arrangements and Schedule 30 – Resolution of Consumer Facing Switching and Billing Issues.

- Schedule 1 - Interpretations and Definitions to add defined terms that are required as part of the change to ensure clarity of the solution and other Schedules.
- Schedule 11 – Prepayment Arrangements to confirm how and when this process should be used within section 3. It confirms what steps both Suppliers should take.
- Schedule 30 – Resolution of Consumer Facing Switching and Billing Issues to add a new section (section H) to set out the step-by-step process, as well as the principles for raising a Return of Balance Request.

The draft legal text can be found here.

3.2 AMENDED CSS MARKET MESSAGES

To enable the Gaining Supplier to communicate to the Losing Supplier that the Consumer has consented to their balance transferring on the Switch, additional data items are required in 2 CSS Market Messages. These are MM90012 Switch Request (from Gaining Supplier) and MM90020 Invitation to Intervene (to Losing Supplier).

The Gaining Supplier needs to confirm if there has been a Change of Occupier (a current data item), if they will be operating the meter is Prepayment Mode and if the Consumer has consented to their credit and debt transferring to them. These will be 2 new data items within the market messages. Please see Appendix A for further details.

The Code Manager is asking for input at Party Impact Assessment as to whether these 2 new data items should be mandatory or optional, as we are aware that making them mandatory has an impact on Non-Domestic Suppliers and Suppliers that have no prepayment portfolio.

3.3 NEW MARKET MESSAGES

This solution proposes the introduction of 6 new market messages that will be sent via the DTN. These are:

- Assignment of Prepayment or Credit Mode at Switch – Electricity
- Assignment of Prepayment or Credit Mode at Switch – Gas
- Confirmation of Credit and Debt Balance at Switch – Electricity
- Confirmation of Credit and Debt Balance at Switch – Gas
- Return of Balance Request – Electricity
- Return of Balance Request – Gas

The Assignment of Prepayment or Credit Mode at Switch Market Message is sent by the Losing Supplier upon receipt of an Invitation to Intervene message with ChangeOfOccupierInd false,

prepaymentMode true and customerConsentCreditDebtTransfer true. There are 2 variants. One confirms the meter can be left in prepayment mode over the Switch and provides an indication of the balance on the Switch Date. The other confirms the meter will be in credit mode on the Switch date, will not move down the process and confirm why (e.g. the meter is currently in credit mode, the meter is not communicating, or debt is higher than threshold).

The Confirmation of Credit and Debt Balance at Switch is sent by the Losing Supplier to confirm the balance as close to midnight as possible on the Switch date to the Gaining Supplier. This is also used for invoicing.

The Return of Balance Request flow can be sent by either Supplier, stating they believe some or all of the balance should not have transferred, and the invoicing should be corrected. There will be variants – that raised by the Initiating Supplier, and the acceptance/rejection sent by the Associated Supplier.

Please see Appendix B for further details.

3.4 NEW SDEP PROCESS TYPE

SDEP will be used for providing the backing data for invoicing.

There will also be a query screen, for Suppliers to use when they have identified a possible Request for Balance Return scenario but would like to query first before raising the flow. Lastly, there will be an Escalation screen for chasing missed SLAs throughout the process.

Please see Appendix C for further details.

4 APPENDICES

4.1 APPENDIX A – AMENDED CSS MARKET MESSAGES

MM90012 - RECM_SN_CSS01800 - 001 - Switch Request (Gaining Supplier)

Message flow

Market Message Reference	MM Description	Legacy Reference	Version	Notes
MM90012	Switch Request (Gaining Supplier)	RECM_SN_CSS01800	001	Response to this message will be in the format of MM90071 - Standard Response Body. See Business Data Validation Rules document for details of the potential status codes to be returned against each Scenario Variant

Scenario variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SV90376	Switch Request - Gaining Supplier	Gaining Supplier	Central Switching Service	Retail Energy Code Company	/registrations/switch	POST

Data items

Data Item ID	Legacy Reference	Name
DI90011	N/A	changeOfOccupancyInd
DI90xxx	N/A	prepaymentMode
DI90yyy	N/A	customerConsentCreditDebtTransfer
DI90016	N/A	domesticPremisesInd
DI90017	N/A	erroneousSwitchResolutionInd
DI90027	N/A	fuelType
DI90037	N/A	mpxn
DI90055	N/A	shipperMpid
DI90056	N/A	shipperRole
DI90059	N/A	supplierGeneratedReference
DI90060	N/A	supplierGeneratedOfafGroupReference
DI90061	N/A	supplierMpid
DI90062	N/A	supplierRole
DI90063	N/A	supplyStartDate

SV90376 – Switch Request – Gaining Supplier - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
	Body – SV90159	1-1		G									
					1							supplyStartDate	
					O							supplierGeneratedOfafGroupReference	

	Registrations - SV90159	1-*			G								
						1						mpxn	
						1						fuelType	
						1						supplierMpid	
						1						supplierRole	
						1						changeOfOccupancyInd	
						1						erroneousSwitchResolutionInd	
						1						domesticPremisesInd	
						C						shipperMpid	
						C						shipperRole	
						O						supplierGeneratedReference	
						1						prepaymentMode	
						1						customerConsentCreditDebtTransfer	

MM90020 – RECM_SN_CSS02700 – 001 – Invitation To Intervene (Losing Supplier)

Message flow

Market Message Reference	MM Description	Legacy Reference	Version	Notes
MM90020	Invitation To Intervene (Losing Supplier)	RECM_SN_CSS02700	001	Response to this message will be in the format of MM90071 – Standard Response Body. See Business Data Validation Rules document for details of the potential status codes to be returned against each Scenario Variant

Scenario variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SV90196	Invitation To Intervene – Losing Supplier – Issued	Central Switching Service	Losing Energy Supplier	Retail Energy Code Company	/system/webhook	POST

Data items

Data Item ID	Legacy Reference	Name
DI90001	N/A	activeRegistrationId
DI90011	N/A	changeOfOccupancyInd
DI90xxx	N/A	prepaymentMode
DI90yyy	N/A	customerConsentCreditDebtTransfer
DI90017	N/A	erroneousSwitchResolutionInd
DI90027	N/A	fuelType
DI90030	N/A	interventionWindowStartDate
DI90037	N/A	mpxn
DI90041	N/A	pendingRegistrationId
DI90063	N/A	supplyStartDate
DI90107	N/A	gainingSupplierMpid
DI90108	N/A	gainingSupplierRole
DI90109	N/A	objectionWindowEndDate
DI90110	N/A	annulmentWindowEndDate

SV90196 – Invitation To Intervene – Losing Supplier – Issued - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
	Data – SV90196	1-1		G									
					1							mpxn	
					1							fuelType	
					1							activeRegistrationId	
					1							pendingRegistrationId	
					1							gainingSupplierMpid	
					1							gainingSupplierRole	
					1							supplyStartDate	
					1							interventionWindowStartDate	
					1							objectionWindowEndDate	
					1							annulmentWindowEndDate	
					O							changeOfOccupancyInd	
					O							erroneousSwitchResolutionInd	
					1							prepaymentMode	
					1							customerConsentCreditDebtTransfer	

4.2 APPENDIX B - NEW MARKET MESSAGES

MMxxxxx - Assignment of Prepayment or Credit Mode at Switch – Electricity

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Assignment of Prepayment or Credit Mode at Switch - Electricity	Losing Supplier notifies Gaining Supplier that a Smart Prepayment meter will remain in Prepayment mode or be reset to Credit on a Switch	n/a	001	One of the two groups (retained / returned) MUST be completed, i.e. the flow can't be sent with neither group or both groups populated]

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	Assignment of Prepayment or Credit Mode at Switch - Electricity	Electricity Supplier	Electricity Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI50003	J0003	MPAN Core
DI50609	J1194	New Supplier Id
DI50454	J0923	Old Supplier Id

DI50455	J0924	Effective from Settlement Date {REGI} for New Supplier
DIxxxxx	Jxxxx	Retain as Prepayment - Electricity
DIxxxxx	Jxxxx	Estimated Credit Balance - Electricity
DI51021	J1695	Estimated Total Debt Outstanding
DI50267	J0547	Debt Recovery Rate
DIxxxxx	Jxxxx	Reason to return to Credit mode - Electricity
DI50008	J0012	Additional Information

SVxxxx – Assignment of Prepayment or Credit Mode at Switch - Electricity - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
XXX	Metering Point Details and Prepayment/Credit mode confirmation	1-*		G									
					1							MPAN Core	
					1							New Supplier Id	
					1							Old Supplier Id	
					1							Effective from Settlement Date {REGI} for New Supplier	
					1							Retain as Prepayment - Electricity	

XXX	Retained in Prepayment Mode	0-*	Only populated if the Smart Prepayment Meter is staying in Prepayment mode during Switch	G									
						O						Estimated Credit Balance - Electricity	
						O						Estimated Total Debt Outstanding	
						C						Debt Recovery Rate	Will only be a Debt Recovery Rate if there is a Debt Outstanding
XXX	Returned to Credit Mode	0-*	Only populated if the Smart Prepayment Meter is being returned to Credit mode during Switch	G									

						1						Reason to return to Credit mode - Electricity	
						C						Additional Information	Mandatory if Reason to return to Credit mode - Electricity is 'Other'

MMxxxxx - Assignment of Prepayment or Credit Mode at Switch – Gas

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Assignment of Prepayment or Credit Mode at Switch - Gas	Losing Supplier notifies Gaining Supplier that a Smart Prepayment meter will remain in Prepayment mode or be reset to Credit on a Switch	n/a	001	One of the two groups (retained / returned) MUST be completed, i.e. the flow can't be sent with neither group or both groups populated]

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	Assignment of Prepayment or Credit Mode at Switch - Gas	Gas Supplier	Gas Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI40200	B0017	Meter Point Reference
DIxxxxx	Bxxxx	New Supplier Id
DIxxxxx	Bxxxx	Old Supplier Id
DI40210	B0027	Date of Transfer
DIxxxxx	Bxxxx	Retain as Prepayment - Gas
DIxxxxx	Bxxxx	Estimated Credit Balance - Gas
DI40249	B0066	Estimated Total Debt Outstanding
DI40248	B0065	Debt Recovery Rate
DIxxxxx	Bxxxx	Reason to return to Credit mode - Gas
DI40254	B0071	Additional Information

SVxxxx – Assignment of Prepayment or Credit Mode at Switch - Electricity - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
XXX	Metering Point Details	1-*		G									
					1							Meter Point Reference	
					1							New Supplier Id	
					1							Old Supplier Id	
					1							Date of Transfer	

					1							Retain as Prepayment - Gas	
XXX	Retained in Prepayment Mode	0-*	Only populated if the Smart Prepayment Meter is staying in Prepayment mode during Switch	G									
						O						Estimated Credit Balance - Gas	
						O						Estimated Total Debt Outstanding	
						C						Debt Recovery Rate	Will only be a Debt Recovery Rate if there is a Debt Outstanding
XXX	Returned to Credit Mode	0-*	Only populated if the Smart Prepayment Meter is being returned to Credit mode during Switch	G									

						1						Reason to return to Credit mode - Gas	
						C						Additional Information	Mandatory if Reason to return to Credit mode - Gas is 'Other'

MMxxxxx - Confirmation of Credit and Debt balance at Switch – Electricity

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Confirmation of Credit and Debt balance at Switch - Electricity	Losing Supplier notifies Gaining Supplier of actual credit/debt information on Smart Prepayment meter as close to midnight as possible on Switch date	n/a	001	

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	Confirmation of Credit and Debt balance at Switch - Electricity	Electricity Supplier	Electricity Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI50003	J0003	MPAN Core
DI50609	J1194	New Supplier Id
DI50454	J0923	Old Supplier Id
DI50455	J0924	Effective from Settlement Date {REGI} for New Supplier
DI50260	J0537	Credit Balance
DI50265	J0544	Total Debt Outstanding
DI50267	J0547	Debt Recovery Rate

SVxxxxx - Confirmation of Credit and Debt balance at Switch - Electricity - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
XXX	Metering Point and Credit and Debt details	1-*		G									
					1							MPAN Core	
					1							New Supplier Id	
					1							Old Supplier Id	
					1							Effective from Settlement Date {REGI} for New Supplier	

					O							Credit Balance	
					O							Total Debt Outstanding	
					C							Debt Recovery Rate	Will only be a Debt Recovery Rate if there is a Debt Outstanding

MMxxxxx - Confirmation of Credit and Debt balance at Switch – Gas

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Confirmation of Credit and Debt balance at Switch - Gas	Losing Supplier notifies Gaining Supplier of actual credit/debt information on Smart Prepayment meter as close to midnight as possible on Switch date	n/a	001	

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	Confirmation of Credit and Debt balance at Switch - Gas	GasSupplier	GasSupplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI40200	B0017	Meter Point Reference
DIxxxxx	Bxxxx	New Supplier Id
DIxxxxx	Bxxxx	Old Supplier Id
DI40210	B0027	Date of Transfer
DIxxxxx	Bxxxx	Credit Balance - Gas
DI40250	B0067	Total Debt Outstanding
DI40248	B0065	Debt Recovery Rate

SVxxxxx - Confirmation of Credit and Debt balance at Switch - Gas - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
XXX	Metering Point and Credit and Debt details	1-*		G									
					1							Meter Point Reference	
					1							New Supplier Id	

					1							Old Supplier Id	
					1							Date of Transfer	
					O							Credit Balance - Gas	
					O							Total Debt Outstanding	
					C							Debt Recovery Rate	Will only be a Debt Recovery Rate if there is a Debt Outstanding

MMxxxxx - Return of Credit or Debt balance after Switch – Electricity

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Return of Credit or Debt balance after Switch - Electricity	Gaining Supplier notifies Losing Supplier that some or all of the Credit or Debt balance on a Smart Prepayment transferred during a Switch should be returned following a Switch, and Losing Supplier accepts or rejects	n/a	001	If new information subsequently comes to light, meaning the Smart Prepayment meter was incorrectly returned to Credit mode at Switch, the Suppliers must determine the correct amount of Credit or Debt to be allocated between them

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	Return of Credit or Debt balance after Switch - Electricity	Electricity Supplier	Electricity Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI50003	J0003	MPAN Core
DI50609	J1194	New Supplier Id
DI50454	J0923	Old Supplier Id
DI50455	J0924	Effective from Settlement Date {REGI} for New Supplier
DIxxxxx	Jxxxx	Full or partial return - Electricity
DIxxxxx	Jxxxx	Reason for return - Prepayment Switch Electricity
DI50008	J0012	Additional Information
DIxxxxx	Jxxxx	Credit balance to return - Electricity
DIxxxxx	Jxxxx	Debt balance to return - Electricity
DIxxxxx	Jxxxx	Accept or Reject - Prepayment Switch Electricity

SVxxxxx - Return of Credit or Debt balance after Switch - Electricity - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
XXX	Metering Point Details	1-*		G									
					1							MPAN Core	
					1							New Supplier Id	
					1							Old Supplier Id	
					1							Effective from Settlement Date {REGI} for New Supplier	
						1						Reason for return - Prepayment Switch Electricity	
						O						Additional Information	
XXX	Losing Supplier - Accept or Reject	0-*	Only populated by the Responding Supplier	G									
						1						Accept or Reject - Prepayment Switch Electricity	
						C						Additional Information	Mandatory if rejecting

MMxxxxx - Return of Credit or Debt balance after Switch – Gas

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Return of Credit or Debt balance after Switch - Gas	Gaining Supplier notifies Losing Supplier that some or all of the Credit or Debt balance on a Smart Prepayment transferred during a Switch should be returned following a Switch, and Losing Supplier accepts or rejects	n/a	001	If new information subsequently comes to light, meaning the Smart Prepayment meter was incorrectly returned to Credit mode at Switch, the Suppliers must determine the correct amount of Credit or Debt to be allocated between them

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	Return of Credit or Debt balance after Switch - Gas	Gas Supplier	Gas Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI40200	B0017	Meter Point Reference
DI40197	B0014	Initiating Organisation Id

DI40214	B0031	Responding Association Organisation Id
DI40210	B0027	Date of Transfer
DIxxxxx	Bxxxx	Full or partial return - Gas
DIxxxxx	Bxxxx	Reason for return - Prepayment Switch Gas
DI40254	B0071	Additional Information
DIxxxxx	Bxxxx	Credit balance to return - Gas
DIxxxxx	Bxxxx	Debt balance to return - Gas
DIxxxxx	Bxxxx	Accept or Reject - Prepayment Switch Gas

SVxxxxx - Return of Credit or Debt balance after Switch - Gas - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
XXX	Metering Point Details	1-*		G									
					1							Meter Point Reference	
					1							Initiating Organisation Id	
					1							Responding Association Organisation Id	
					1							Date of Transfer	
XXX	Gaining Supplier - balance to return	0-*	Only populated by the	G									

			Initiating Supplier										
						1						Full or partial return - Gas	
						1						Reason for return - Prepayment Switch Gas	
						O						Credit balance to return - Gas	
						O						Debt balance to return - Gas	
						O						Additional Information	
XXX	Losing Supplier - Accept or Reject	0-*	Only populated by the Responding Supplier	G									
						1						Accept or Reject - Prepayment Switch Gas	
						C						Additional Information	Mandatory if rejecting

4.3 APPENDIX C – SDEP PROCESSES

MMxxxxx - Smart Prepayment Debt Credit Transfer General Query (Elec)

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Smart Prepayment Debt Credit Transfer General Query (Elec)	For Electricity Suppliers to raise any general queries regarding the transfer of Smart Prepayment Debt or Credit on a Switch	PTxxxx	001	Affected MPANs must be provided in the appropriate field or within notes/attachments

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	PTxxxx - Smart Prepayment Debt Credit Transfer General Query (Elec)	Electricity Supplier	Electricity Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI90232	SDEP	MPAN
DI90237	SDEP	New supplier start date

SV90376 – Switch Request – Gaining Supplier - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
	SDEP Form Collection	1-1		G									
					O							MPAN	
					O							New supplier start date	

MMxxxxx - Smart Prepayment Debt Credit Transfer General Query (Gas)

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Smart Prepayment Debt Credit Transfer General Query (Gas)	For Gas Suppliers to raise any general queries regarding the transfer of Smart Prepayment Debt or Credit on a Switch	PTxxxx	001	Affected MPRNs must be provided in the appropriate field or within notes/attachments

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	PTxxxx - Smart Prepayment Debt Credit Transfer General Query (Gas)	Gas Supplier	Gas Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI90234	SDEP	MPRN
DI90237	SDEP	New supplier start date

SV90376 – Switch Request – Gaining Supplier - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
	SDEP Form Collection	1-1		G									
					O							MPRN	
					O							New supplier start date	

MMxxxxx - Smart Prepayment Debt Credit Transfer Escalation (Elec)

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Smart Prepayment Debt Credit Transfer Escalation (Elec)	For Electricity Suppliers to escalate a missed SLA during the transfer of Smart Prepayment Debt or Credit on a Switch	PTxxxx	001	Affected MPANs must be provided in the appropriate field or within notes/attachments

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	PTxxxx - Smart Prepayment Debt Credit Transfer Escalation (Elec)	Electricity Supplier	Electricity Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI90232	SDEP	MPAN
DI90237	SDEP	New supplier start date

SV90376 – Switch Request – Gaining Supplier - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
	SDEP Form Collection	1-1		G									
					O							MPAN	
					O							New supplier start date	

MMxxxxx - Smart Prepayment Debt Credit Transfer Escalation (Gas)

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Smart Prepayment Debt Credit Transfer General Query (Gas)	For Gas Suppliers to escalate a missed SLA during the transfer of Smart Prepayment Debt or Credit on a Switch	PTxxxx	001	Affected MPRNs must be provided in the appropriate field or within notes/attachments

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	PTxxxx - Smart Prepayment Debt Credit Transfer General Query (Gas)	Gas Supplier	Gas Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
DI90234	SDEP	MPRN
DI90237	SDEP	New supplier start date

SV90376 – Switch Request – Gaining Supplier - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
	SDEP Form Collection	1-1		G									
					O							MPRN	
					O							New supplier start date	

MMxxxxx - Smart PPM Debt Credit Invoice General Query (Elec)

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Smart PPM Debt Credit Invoice General Query (Elec)	For Electricity Suppliers to send an invoice to another Supplier for Smart Prepayment Debt or Credit on a Switch, or to respond to an invoice	PTxxxx	001	

Scenario variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	PTxxxx - Smart PPM Debt Credit Invoice General Query (Elec)	Electricity Supplier	Electricity Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
Dixxxxx	SDEP	Billing Period
Dixxxxx	SDEP	Total Invoiced

SV90376 – Switch Request – Gaining Supplier - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
	SDEP Form Collection	1-1		G									
					1							Billing Period	
					1							Total Invoiced	

MMxxxxx - Smart PPM Debt Credit Invoice General Query (Gas)

Message Flow

Market Message Reference	MM Description	Local Catalogue Reference	Version	Notes
MMxxxxx - Smart PPM Debt Credit Invoice General Query (Gas)	For Gas Suppliers to send an invoice to another Supplier for Smart Prepayment Debt or Credit on a Switch, or to respond to an invoice	PTxxxx	001	

Scenario Variant

Scenario Variant	Name	Source	Target	Owner	Route	Method
SVxxxxx	PTxxxx - Smart PPM Debt Credit Invoice General Query (Gas)	Gas Supplier	Gas Supplier	Retail Energy Code Company		

Data Items

Data Item ID	Local Catalogue Reference	Name
Dixxxxx	SDEP	Billing Period
Dixxxxx	SDEP	Total Invoiced

SV90376 – Switch Request – Gaining Supplier - Flow Structure

Group ID	Group Description	Range	Condition	L1	L2	L3	L3	L3	L3	L3	L3	Data Item Name	Value Rule
	SDEP Form Collection	1-1		G									
					1							Billing Period	
					1							Total Invoiced	