SCHEDULE 23

Registration Services

Version: 1.0 Effective Date: 18 July 2022

Domestic Suppliers	Mandatory
Non-Domestic Suppliers	Mandatory
Gas Transporters	Mandatory
Distribution Network Operators	Mandatory
DCC	Mandatory
Metering Equipment Managers	N/A
Non-Party REC Service Users	N/A

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Change History

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0.2	N/A	Version agreed for industry consultation 15 October 2018
0.3	N/A	Version agreed for June 2019 industry consultation. Incorporates CR-E01, E09, E16, E17, E18, E23, E38 and E41 and updated to take account of comments to the October 2018 consultation and wider programme review.
0.4	N/A	Updated draft for Summer 2020 publication
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1.0	18 July 2022	Switching SCR Modification R0041

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1 Introduction

1.1 This REC Schedule covers the following activities (and the resulting synchronisation of the Switching Data Services):

(a) the process by which Registration Service Requests are submitted and validated or rejected[1];

(b) the process by which Switch Requests can be objected to, withdrawn or annulled;

(c) the process for deactivating a Registration;

(d) the process by which the Registration Status of a Registration changes as a result of Registration Service Requests;

(e) the circumstances in which a proposed Registration is cancelled following a change to the RMP Status; and

(f) changes to a Shipper or Domestic Premises Indicator (where these events are unrelated to a change to the Registration) – these are initiated by a Registration Event Request.

1.2 Some of the rules applying to Registration Service Requests apply generically to all types of Registration Service Requests; whilst others apply only to the specific type of request being progressed.The application of these different rules is described further in this REC Schedule and the Data Specification.

1.3 Registration Service Requests will have the following Registration Service Request Statuses:

(a) **Submitted** – the Registration Service Request has been received by the CSS Provider, but has not yet completed the validation of business rules required to be undertaken in respect of a Registration Service Request following synchronous validation, as described in Paragraph 5 and the Data Specification.

(b) **Validated** – the Registration Service Request has successfully passed the validation of business rules required to be undertaken in respect of a Registration Service Request following synchronous validation, as described in Paragraph 5 and the Data Specification.

[1] Registration Service Requests comprise Initial Registration Requests (including Transporter Initiated Registration), Switch Requests, Objection Responses, Withdrawal Requests, Annulment Requests, Registration Deactivation Requests and Registration Event Requests.

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(c) **Rejected** – the Registration Service Request has not successfully passed one or more of the validation business rules required to be undertaken in respect of a Registration Service Request following synchronous validation, as described in Paragraph 5 and the Data Specification.

1.4 A Registration records the relationship between an RMP and an Energy Supplier. The Registration Status of a Registration is changed by the CSS Provider as a result of a Registration Service Request. A Registration will have one of the following Registration Statuses:

(a) **Pending** – indicates for a proposed Registration that a Switch Request or Initial Registration Request has been Submitted and Validated, but that the Registration has not yet become Cancelled, Confirmed or Secured Active.

(b) **Confirmed** – is a Registration Status which only applies to a Registration proposed in a Switch Request, and indicates that the request has been Validated and the Losing Supplier has not raised a valid Objection (or the Objection Window has ended without a valid Objection being raised).

(c) **Cancelled** – indicates that the proposed Registration was cancelled before it became Secured Active, including where it was objected to, withdrawn or annulled.

(d) **Secured Active** – indicates that the deadline by which the proposed Registration can be Cancelled has passed (being 17.00 hours on the day before the Supply Effective From Date).

(e) **Active** – indicates that the relationship between an RMP and an Energy Supplier is active, such that the Energy Supplier is the current Energy Supplier for that RMP at the relevant time (and that Secured Inactive does not apply).

(f) **Secured Inactive** – indicates a Registration which would otherwise have a Registration Status of Active, but either: (a) 17.00 hours on the Supply Effective Through Date has passed; or (b) the status has been changed as the result of a Validated Registration Deactivation Request.

(g) **Inactive** – indicates that the relationship between an RMP and an Energy Supplier has ended.

2 Submitting Switch Requests

2.1 A Gaining Supplier must only submit a Switch Request to the CSS Provider in respect of an RMP where the Gaining Supplier has an Energy Contract for that RMP.

2.2 In the case of a Domestic Consumer, a Gaining Supplier must only submit a Switch Request to the CSS Provider in respect of an RMP where the Gaining Supplier (or its agent / contractor) has validated that the MPAN / MPRN and REL Address accurately reflect the RMP. In the case of a Micro-Business Consumer, unless the Consumer has provided or confirmed the MPAN / MPRN, a Gaining Supplier must only submit a Switch Request to the CSS

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Provider in respect of an RMP where the Gaining Supplier (or its agent / contractor) has validated that the MPAN / MPRN and REL Address accurately reflect the RMP. In each case, the validation must be achieved by checking this data using the relevant Enquiry Service (save that such validation is not required for an Initial Registration Request or if the Enquiry Service is unavailable).

2.3 Where the result of such validation is inconclusive or does not present the expected result, the Gaining Supplier must consider whether additional actions are required to ensure that the correct RMP is identified in the Switch Request, which may include making further enquiries of the Consumer to confirm their address. Where the Gaining Supplier believes that it has additional or different address data that more accurately reflects the RMP, then the Gaining Supplier shall (as soon as reasonably practicable after becoming the Registered Supplier) submit a Manually Entered Address to the CSS Provider in accordance with the Address Management Schedule.

2.4 A Gaining Supplier which submits a Switch Request for an RMP must only specify in that Switch Request a Proposed Supply Effective From Date which occurs on or after the date from which the Gaining Supplier is due under the relevant Energy Contract to commence supply to, or offtake from, that RMP.

2.5 The Proposed Supply Effective From Date which can be specified in a Switch Request must be:

(a) no more than 28 days after (but not including) the day on which the Switch Request is submitted; and

(b) in the case of a Domestic Premises (as recorded in the Central Switching Service), at least one complete Working Day (starting at midnight) after the day on which the Switch Request is submitted; or

(c) in the case of a Non-Domestic Premises (as recorded in the Central Switching Service), at least two complete Working Days (starting at midnight) after the day on which the Switch Request is submitted.

2.6 Where the Switch Request relates to a gas RMP, the Gaining Supplier hereby confirms that the Shipper specified in the Switch Request is one with which the Gas Supplier has a Commercial Alliance.

2.7 A Gaining Supplier shall only indicate within the Switch Request that there has been a Change of Occupier where it has reasonable grounds to believe, having made reasonable enquiries of the Consumer, that the Consumer is a new owner or occupier. Where a Gaining Supplier submits a Switch Request which includes a notification that there has been a Change of Occupier, the Gaining Supplier shall keep (for at least 1 year) a record of the evidence relied upon by the Gaining Supplier to support this position.

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2.8 Switch Requests which are components of a single OFAF Group must be submitted by the Gaining Supplier to the CSS Provider within a single CSS Message, and using a single Market Participant Role or multiple Market Participant Roles associated to the same Energy Company OFAF Group. Such requirements are further described in the Data Specification.

3 Submitting Initial Registration Requests

3.1 A Gaining Supplier must only submit an Initial Registration Request to the CSS Provider in respect of an RMP where the Gaining Supplier has an Energy Contract for that RMP.

3.2 A Gaining Supplier which submits an Initial Registration Request for an RMP must only specify in that Initial Registration Request a Proposed Supply Effective From Date which occurs on or after the date from which the Gaining Supplier is due under the relevant Energy Contract to commence supply to, or offtake from, that RMP.

3.3 The Proposed Supply Effective From Date which can be specified in an Initial Registration Request must be:

(a) no more than 28 days after (but not including) the day on which the Initial Registration Request is submitted; and

(b) if submitted before 17.00 hours, no earlier than the next day after the day on which it was submitted; or

(c) if submitted at or after 17.00 hours, no earlier than the second day after the day on which it was submitted.

3.4 Where the Initial Registration Request relates to a gas RMP, the Gaining Supplier hereby confirms that the Shipper specified in the Initial Registration Request is one with which the Gas Supplier has a Commercial Alliance.

4 Transporter Initiated Registrations

4.1 Transporter Initiated Registrations are a subset of Initial Registration Requests, but they are not initiated by a Gaining Supplier under Paragraph 3.

4.2 Where a Shipper is deemed (in accordance with the UNC or IGT UNC) to have granted authority to the gas Central Data Service Provider to register a Supply Meter Point on the Shipper's behalf, then the Gas Retail Data Agent shall submit an Initial Registration Request for the Gas Supplier identified as part of the process under the UNC or IGT UNC.

4.3 Following submission of a Transporter Initiated Registration, it shall be subject to the same process as any other Initial Registration Request; save that:

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(a) a Transporter Initiated Registration Request cannot be Withdrawn by the Gaining Supplier; and

(b) the Gas Retail Data Agent, and not the Gaining Supplier, will be notified of the failure of Validation and the reasons for such failure.

4.4 The interface table for the submission and Validation of a Transporter Initiated Registration is set out in Paragraph 8.2.

5 Registration Service Request Validation

5.1 Following receipt of each Registration Service Request, the CSS Provider must validate the Registration Service Request in accordance with this Paragraph 5, and the Data Specification.

5.2 Validation of all Registration Service Requests includes checking that:

(a) the Registration Service Request was submitted by an Energy Supplier with a Qualified Market Participant Role (or, in the case of a Transporter Initiated Registration, that it names an Energy Supplier with a Qualified Market Participant Role); and

(b) that the Registration Service Request is consistent with the Energy Supplier's applicable Commercial Alliances and Regulatory Alliances (and, in the case of gas RMPs, that the Shipper specified in the Registration Service Request, is consistent with its applicable Commercial Alliance and Regulatory Alliances).

5.3 The CSS Provider must, for each Switch Request or Initial Registration Request submitted for an RMP, validate:

(a) that the Registration Service Request was submitted in accordance with Paragraph 2.5 or 3.3 (as applicable);

(b) that the Energy Supplier is not subject to a Market Sanction;

(c) that there is not already a Pending, Confirmed or Secured Active Registration for that RMP;

(d) if the Switch Request is identified as being part of an OFAF Group, that the applicable requirements of an Energy Company OFAF Group in the Data Management Schedule have been met;

(e) if it is an electricity RMP which is a Related Metering Point, that the Registration Service Request relates to the Primary Metering Point;

(f) for Switch Requests, that the Proposed Supply Effective From Date is not within a Standstill Period;

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(g) for Switch Requests, that the RMP has an RMP Status of Operational or Dormant; and

(h) for Initial Registration Requests, that the RMP has an RMP Status of Operational, Dormant or (in the case of electricity RMPs only) Created.

5.4 The CSS Provider shall undertake all Validation steps described in Paragraph 5.3 before sending a response. Where a Market Message fails Validation, the response will set out all identified errors.

5.5 Where the Gaining Supplier indicates that a Switch Request forms part of an OFAF Group, if one or more of the Switch Requests within this OFAF Group fail Validation, then:

(a) the Registration Service Request Status for all of the Switch Requests within this OFAF Group shall be set to Rejected (as described in Paragraph 5.7);

(b) the CSS Provider shall (in accordance with Paragraph 5.4) complete Validation for each and every Switch Request in the OFAF Group and notify all reasons for failed Validation identified (as described in the CSS Service Definition and the Data Specification) for each Switch Request to the Gaining Supplier pursuant to Paragraph 5.7 and

(c) for those Switch Requests in the OFAF Group that successfully complete Validation in their own right, the Registration Service Request Status shall nevertheless be set to Rejected and a Notification sent to the Gaining Supplier.

5.6 Where a Registration Service Request successfully completes Validation, the CSS Provider shall set the Registration Service Request Status to Validated.

5.7 Where a Registration Service Request does not successfully complete Validation, the CSS Provider shall set the Registration Service Request Status to Rejected, and send a Notification to the initiator of the Registration Service Request.

5.8 If a Registration Status has been set to Pending or Confirmed, but the associated RMP Status is changed to Terminated before the Registration Status has become Secured Active, then the Registration Status shall be set to Cancelled. On setting the Registration Status to Cancelled, the CSS Provider shall send Notifications and Synchronisation Messages to the relevant Market Participants as described in Paragraph 13.

5.9 For the avoidance of doubt, as described in Paragraph 14, where a Registration Status has become Secured Active or the Registration Status is Active, the Registered Supplier must submit a Registration Deactivation Request in order to set the Registration Status to Inactive following the RMP Status being changed to Terminated or Dormant.

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6 Switch Request Objections

6.1 In respect of each Registration that is Pending, where the Losing Supplier wishes to submit an Objection Response it must do so within the Objection Window. Where the Losing Supplier submits an Objection Response it shall indicate in the Objection Response whether it is raising an Objection to the Pending Registration or is not raising an Objection to the Pending Registration. A Losing Supplier may only raise an Objection where it is permitted to do so in accordance with its Energy Supply Licence.

6.2 The "**Objection Window**" for a Registration that is Pending ends:

(a) in the case of a Domestic Premises (as recorded in the Central Switching Service), at 17.00 hours on the 1st Working Day after the day on which the Gaining Supplier submitted the Switch Request or where a Validated Objection Response is received from the Losing Supplier which indicates that they are not raising an Objection; or

(b) in the case of a Non-Domestic Premises (as recorded in the Central Switching Service), at 17.00 hours on the 2nd Working Day after the day on which the Gaining Supplier submitted the Switch Request or where a Validated Objection Response is received from the Losing Supplier which indicates that they are not raising an Objection.

6.3 Where a Losing Supplier raises an Objection to a Pending Registration which has been identified by the Gaining Supplier as relating to a Change of Occupier, the Losing Supplier shall keep (for at least 1 year) a record of the evidence relied upon by the Losing Supplier to justify that it has raised the Objection in accordance with its Energy Supply Licence.

6.4 The relevant rules to be applied by the CSS Provider in determining whether to accept or not accept an Objection Response are set out in the Data Specification.

6.5 Where a Switch Request is part of an OFAF Group:

(a) if the CSS Provider accepts an Objection Response which raises an Objection in respect of one or more requests within this OFAF Group, then all other Pending or Confirmed Registrations within the OFAF Group will be set to Cancelled; and

(b) if the CSS Provider accepts an Objection Response which does not raise an Objection in respect of one or more Pending or Confirmed Registrations within this OFAF Group, but subsequently accepts an Objection Response which does raise an Objection in respect of one or more other Registrations within the OFAF Group, then all other Registrations within the OFAF Group will be set to Cancelled.

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6.6 Where the RMP is a Related Metering Point, the Losing Supplier shall only submit an Objection Response for the Primary Related Metering Point (and the CSS Provider shall not accept any Objection Responses submitted in relation to a Secondary Related Metering Points). Where the CSS Provider accepts an Objection Response which raises an Objection in respect of a Registration which applies to a Primary Related Metering Point, then the CSS Provider shall treat each Secondary Related Metering Point as if the Objection was also made in relation to it and the Registration will be set to Cancelled.

6.7 Where the CSS Provider accepts an Objection Response which raises an Objection in respect of a Registration, the CSS Provider shall set the Registration Status to Cancelled.

6.8 The CSS Provider shall set the Registration Status to Confirmed:

(a) at the end of the Objection Window, if no Objection Response raising an Objection has been accepted before the end of the Objection Window; or

(b) prior to the end of the Objection Window, where the CSS Provider accepts an Objection Response which does not raise an Objection.

6.9 Where a Registration is Cancelled, the CSS Provider shall send Notifications and Synchronisation Messages to the relevant Market Participants as described in Paragraph 13.2.

6.10 Where a Registration is Confirmed, the CSS Provider shall send Notifications and Synchronisation Messages to the relevant Market Participants as described in Paragraph 13.3.

6.11 Where a Losing Supplier is the Registered Supplier for one or more Registrable Measurement Points and is not Qualified as a CSS User, then the Losing Supplier shall access the Switching Portal each day to retrieve all communications in relation to a Registration Loss Report and Registration Loss Cancellation Report, where these reports are being made available by the CSS Provider in accordance with the CSS Service Definition, until such time as the Energy Supplier becomes Qualified as a CSS User, or is no longer the Registered Supplier for any Registrable Measurement Points.

7 Interface Table for Submitting, Validating and Objecting to Switch Requests

7.1 The following interface table sets out the processes and timings for Gaining Suppliers to submit Switch Requests, for the CSS Provider to Validate Switch Requests and for Losing Suppliers to submit Objection Responses:

Ref	When	Action	From	To	Interface	Means

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7.1.1	At the initiation of the Gaining Supplier.	Submit Switch Request.	• Gaining Supplier	• CSS Provider	Switch Request	CSS API
7.1.2	Following 7.1.1 where the message has passed synchronous validation.	Record the Switch Request's Registration Service Request Status as Submitted.	• CSS Provider		Internal Process	
7.1.3	Following 7.1.2	Perform asynchronous validation of the Switch Request.	• CSS Provider		Internal Process	
7.1.4	Following 7.1.3, if Switch Request fails Validation.	Update Switch Request's Registration Service Request Status to Rejected.	• CSS Provider		Internal Process	
7.1.5	Following 7.1.4, where Registration Service Request Status is updated to Rejected.	Issue Notification that the Switch Request has been Rejected.	• CSS Provider	• Gaining Supplier	Registration Validation Notification	CSS API
7.1.6	Following 7.1.3, if Switch Request successfully completes Validation.	Update Switch Request's Registration Service Request Status to Validated, and record Registration Status as Pending.[2]	• CSS Provider		Internal Process	
7.1.7	Following 7.1.6 where Registration Service Request is updated to Validated.	Issue Notification that the Switch Request has been Validated.	• CSS Provider	• Gaining Supplier	Registration Validation Notification	CSS API

[2] See Paragraph 5.4 for further rules on OFAF.

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7.1.8	Following 7.1.7, where Registration Status is updated to Pending.	Issue Notification or Synchronisation that the Registration Status is Pending.	• CSS Provider	• Recipients defined in Paragraph 13.2	Market Message[3]	CSS API
7.1.9	At the same time as 7.1.8.	Issue the 'Invitation to Intervene'.	• CSS Provider	• Losing Supplier	Invitation to Intervene	CSS API
7.1.10	No later than the end of the Objection Window.	Provide the Objection Response to the Switch Request.	• Losing Supplier	• CSS Provider	Switch Intervention	CSS API
7.1.11	Following 7.1.10, where Objection Response has passed synchronous validation.	Perform asynchronous validation of the Objection Response.	• CSS Provider		Internal Process	
7.1.12	Following 7.1.11, where the Objection Response fails Validation.	Issue Notification of Objection Response being rejected and reasons for rejection.[4]	• CSS Provider	• Losing Supplier	Registration Validation Notification	CSS API
7.1.13	Following 7.1.11, where the Objection Response successfully completes Validation and provides for an Objection.	Update Objection Response to Validated, and Registration Status to Cancelled.	• CSS Provider		Internal Process	
7.1.14	Following 7.1.13 and the update of the Objection Response to Validated.	Issue Notification that the Objection Response has been Validated.	• CSS Provider	• Losing Supplier	Registration Validation Notification	CSS API

[3] See Paragraph 13 for relevant Market Message name.
[4] This is without prejudice to the Losing Supplier's ability to submit a further Objection Response within the Objection Window.

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7.1.15	Following 7.1.14, where the Registration Status is updated to Cancelled.	Issue Notification or Synchronisation for the Registration Status being Cancelled.	• CSS Provider	• Recipients defined in Paragraph 13.2	Market Message[5]	CSS API
7.1.16	Either (i) following 7.1.11, where a Validated Objection Response is received from the Losing Supplier which indicates that they are not raising an Objection; or (ii) where a Validated Objection Response has not been received from the Losing Supplier by the end of the Objection Window.	Update Registration Status as Confirmed.[6]	• CSS Provider		Internal Process	
7.1.17	Following 7.1.16 and the update of the Registration Status to Confirmed.	Issue Notification or Synchronisation for the Registration Status being Confirmed.	• CSS Provider	• Recipients defined in Paragraph 13.3	Market Message[7]	CSS API

[5] See Paragraph 13 for relevant Market Message name.
[6] See Paragraph 6.6 for further rules on OFAF.
[7] See Paragraph 13 for relevant Market Message name.

8 Interface Table for Submitting and Validating Initial Registration Requests

8.1 The following interface table sets out the processes and timings for Energy Suppliers to submit Initial Registration Requests, and for the CSS Provider to Validate Initial Registration Requests submitted by Energy Suppliers:

Ref	When	Action	From	To	Interface	Means
8.1.1	At the initiation of the Gaining Supplier.	Submit Initial Registration Request.	• Gaining Supplier	• CSS Provider	Initial Registration	CSS API
8.1.2	Following 8.1.1 where the message has passed synchronous validation.	Record the Initial Registration Request's Registration Service Request Status as Submitted.	• CSS Provider		Internal Process	
8.1.3	Following 8.1.2.	Perform asynchronous validation of Initial Registration Request.	• CSS Provider		Internal Process	
8.1.4	Following 8.1.3, if Initial Registration Request fails Validation.	Update Initial Registration Request's Registration Service Request Status to Rejected.	• CSS Provider		Internal Process	
8.1.5	Following 8.1.4, where Registration Service Request Status is updated to Rejected.	Issue Notification of Initial Registration Request being Rejected.	• CSS Provider	• Gaining Supplier	Registration Validation Notification	CSS API
8.1.6	Following 8.1.3, if Initial Registration Request successfully completes Validation.	Update Initial Registration Request's Registration Service Request Status to Validated, and record Registration Status as Pending.[8]	• CSS Provider		Internal Process	

[8] See Paragraph 5.4 for further rules on OFAF.

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8.1.7	Following 8.1.6, where Registration Service Request is updated to Validated.	Issue Notification of Initial Registration Request being Validated.	• CSS Provider	• Gaining Supplier	Registration Validation Notification	CSS API
8.1.8	Following 8.1.7 where Registration Status is updated to Pending.	Issue Notification or Synchronisation for Registration Status being Pending.	• CSS Provider	• Recipients defined in Paragraph 13.2	Market Message	CSS API

8.2 The following interface table sets out the processes and timings for the Gas Retail Data Agent to submit Transporter Initiated Registrations, and for the CSS Provider to Validate Transporter Initiated Registrations:

Ref	When	Action	From	To	Interface	Means
8.2.1	Where Transporter Initiated Registrations apply as described in Paragraph 4.	Submit Initial Registration Request.	• Gas Retail Data Agent	• CSS Provider	Initial Registration	CSS API
8.2.2	Following 8.2.1. where the message has passed synchronous validation.	Record the Initial Registration Request's Registration Service Request Status as Submitted.	• CSS Provider		Internal Process	
8.2.3	Following 8.2.2.	Perform asynchronous validation of Initial Registration Request.	• CSS Provider		Internal Process	
8.2.4	Following 8.2.3, if Initial Registration Request fails Validation.	Update Initial Registration Request Registration's Request Status to Rejected.	• CSS Provider		Internal Process	

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8.2.5	Following 8.2.4, where Registration Service Request Status is updated to Rejected.	Issue Notification of Initial Registration Request being Rejected.	• CSS Provider	• Gas Retail Data Agent	Registration Validation Notification	CSS API
8.2.6	Following 8.2.3 if Initial Registration Request successfully completes Validation.	Update Registration Service Request Status to Validated, and record Registration Status as Pending.	• CSS Provider		Internal Process	
8.2.7	Following 8.2.6, where Registration Service Request is updated to Validated.	Issue Notification of Initial Registration Request being Validated.	• CSS Provider	• Gas Retail Data Agent	Registration Validation Notification	CSS API
8.2.8	Following 8.2.7 where Registration Status is updated to Pending.	Issue Notification or Synchronisation for Registration Status being Pending.	• CSS Provider	• Recipients defined in Paragraph 13.2	Market Message	CSS API

9 Withdrawals

9.1 The Gaining Supplier may withdraw its proposed Registration (excluding Transporter Initiated Registrations), at any time prior to that Registration being Secured Active, by submitting a Withdrawal Request to the CSS Provider.

9.2 Withdrawal Requests are subject to Validation under, and in accordance, with Paragraph 5 and the Data Specification.

9.3 Where the RMP is a Related Metering Point, the Gaining Supplier shall only submit a Withdrawal Request for the Registration relating to the Primary Related Metering Point (and the CSS Provider shall not accept any Withdrawal Requests submitted in relation to Secondary Related Metering Points). Where the CSS Provider accepts a Withdrawal Request in respect of a Registration which applies to a Primary Related Metering Point, then the CSS Provider shall be deemed to have also accepted a Withdrawal Request in relation to the Secondary Related Metering Points for that Primary Related Metering Point.

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9.4 Where a Pending or Confirmed Registration is part of an OFAF Group, and the CSS Provider accepts a Withdrawal Request in respect of one or more such Pending or Confirmed Registrations, then all other Pending or Confirmed Registrations within the OFAF Group will also be set to Cancelled.

9.5 Where the CSS Provider accepts a Withdrawal Request for a Registration, the CSS Provider shall set the Registration Service Request Status to Validated, and the Registration Status to Cancelled.

9.6 Where a Registration is Withdrawn, the CSS Provider shall notify the relevant Market Participants as described in Paragraph 13. Paragraph 13.2 shall apply if the Registration Status was Pending (immediately prior to it being Withdrawn). Paragraph 13.3 shall apply if the Registration Status was Confirmed (immediately prior to it being Withdrawn).

9.7 The detailed process and timetable for Withdrawal Requests are further described in the following interface table:

Ref	When	Action	From	To	Interface	Means
9.7.1	At the initiation of the Gaining Supplier.	Submit Withdrawal Request.	• Gaining Supplier	• CSS Provider	Switch Intervention	CSS API
9.7.2	Following 9.7.1 where the message has passed synchronous validation.	Record the Withdrawal Request's Registration Service Request Status as Submitted.	• CSS Provider		Internal Process	
9.7.3	Following 9.7.2.	Perform asynchronous validation of Withdrawal Request.	• CSS Provider		Internal Process	
9.7.4	Following 9.7.3, if Withdrawal Request fails Validation.	Update Withdrawal Request's Registration Service Request Status to Rejected.	• CSS Provider		Internal Process	
9.7.5	Following 9.7.4, where Registration Service	Issue Notification of Withdrawal Request being Rejected.[9]	• CSS Provider	• Gaining Supplier	Registration Validation Notification	CSS API

[9] This is without prejudice to the Gaining Supplier's ability to submit a further Withdrawal Request.

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	Request Status is updated to Rejected.					
9.7.6	Following 9.7.3, where the Withdrawal Request successfully completes Validation.	Update Withdrawal Request's Registration Service Request Status to Validated, and the Registration Status to Cancelled.	• CSS Provider		Internal Process	
9.7.7	Following 9.7.6, where Registration Service Request is updated to Validated.	Issue Notification of Registration Service Request being Validated.	• CSS Provider	• Gaining Supplier	Registration Validation Notification	CSS API
9.7.8	Following 9.7.7 where Registration Status is updated to Cancelled.	Issue Notification or Synchronisation for Registration Status being Cancelled.	• CSS Provider	• Recipients defined in Paragraph 13.2 or 13.3 (as applicable)	Market Message[10]	CSS API

10 Annulment

10.1 A Losing Supplier must only submit an Annulment Request in respect of a Registration where the Losing Supplier is permitted to do so in accordance with its Energy Supply Licence. The Losing Supplier may only submit an Annulment Request prior to the Registration being Secured Active.

10.2 A Losing Supplier which submits an Annulment Request must retain (for at least 1 year) evidence of the reason for the Annulment Request.

10.3 Annulment Requests are subject to Validation under and in accordance with Paragraph 5 and the Data Specification.

[10] See Paragraph 13 for relevant Market Message sent to each Market Participant.

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10.4 Where a Pending or Confirmed Registration is part of an OFAF Group, and the CSS Provider accepts an Annulment Request in respect of one or more such Pending or Confirmed Registrations, then the Registration Status of all other Registrations within the OFAF Group will also be set to Cancelled.

10.5 Where the RMP is a Related Metering Point, the Losing Supplier shall only submit an Annulment Request for the Registration relating to the Primary Related Metering Point (and the CSS Provider shall not accept any Annulment Requests submitted in relation to Secondary Related Metering Points). Where the CSS Provider accepts an Annulment Request in respect of a Registration which applies to a Primary Related Metering Point, then the CSS Provider shall be deemed to have also accepted an Annulment Request in relation to the Secondary Related Metering Points for that Primary Related Metering Point.

10.6 Where the CSS Provider accepts an Annulment Request for a Pending or Confirmed Registration, the CSS Provider shall set the Registration Service Request Status to Validated, and the Registration Status to Cancelled.

10.7 Where a Registration is Annulled, the CSS Provider shall notify the relevant Market Participants as described in Paragraph 13. Paragraph 13.2 shall apply if the Registration Status was Pending (immediately prior to it being Annulled). Paragraph 13.3 shall apply if the Registration Status was Confirmed (immediately prior to it being Annulled).

10.8 The detailed process and timings for Annulment are further described in the following interface table:

Ref	When	Action	From	To	Interface	Means
10.8.1	At the initiation of the Losing Supplier.	Submit Annulment Request.	• Losing Supplier	• CSS Provider	Switch Intervention	CSS API
10.8.2	Following 10.8.1 where the message has passed synchronous validation.	Record the Annulment Request's Registration Service Request Status as Submitted.	• CSS Provider		Internal Process	
10.8.3	Following 10.8.2.	Perform asynchronous validation of Annulment Request.	• CSS Provider		Internal Process	
10.8.4	Following 10.8.3, if Annulment Request fails Validation.	Update Annulment Request's Registration Service Request Status to Rejected.	• CSS Provider		Internal Process	

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10.8.5	Following 10.8.4, where Registration Service Request Status is updated to Rejected.	Issue Notification of Annulment Request being Rejected.	• CSS Provider	• Losing Supplier	Registration Validation Notification	CSS API
10.8.6	Following 10.8.3 where the Annulment Request successfully completes Validation.	Update Registration Service Request Status to Validated, and the Registration Status to Cancelled.	• CSS Provider		Internal Process	
10.8.7	Following 10.8.6, where Registration Service Request is updated to Validated.	Issue Notification of Registration Service Request being Validated.	• CSS Provider	• Losing Supplier	Registration Validation Notification	CSS API
10.8.8	Following 10.8.7 where Registration Status is updated to Cancelled.	Issue Notification or Synchronisation for Registration Status being Cancelled.	• CSS Provider	• Recipients defined in Paragraph 13.2 or 13.3 (as applicable)	Market Message[11]	CSS API

11 Confirmed Registrations

11.1 This Paragraph 11 applies to a Registration that has a Registration Status of Confirmed, although the Gaining Supplier may choose to carry out activities within this Paragraph 11 earlier or within the Secured Active / Secured Inactive stages.

11.2 In the case of an electricity RMP:

(a) the Gaining Supplier is required to populate mandatory Data Items within the SMRS in accordance with the BSC; and

[11] See Paragraph 13 for relevant Market Message sent to each Market Participant.

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(b) the Gaining Supplier must appoint Supplier Agents in accordance with the BSC and the Metering Operations Schedule.

11.3 In the case of an electricity RMP, where the Losing Supplier does not Object to a Switch Request:

(a) the Losing Supplier must de-appoint Supplier Agents in accordance with the BSC and Metering Operations Schedule; and

(b) the Losing Supplier must send the 'Notify Old Supplier Information' Notification in accordance with this Paragraph 11.

11.4 In the case of a gas RMP:

(a) the Gaining Supplier must appoint Supplier Agents in accordance with the Metering Operations Schedule; and

(b) the Gaining Shipper is required to set the settlement parameters and notify Supplier Agent details in accordance with the UNC.

11.5 In the case of a gas RMP, where the Losing Supplier does not Object to a Switch Request:

(a) the Losing Supplier must send the 'Notify Old Supplier Information' Notification in accordance with this Paragraph 11; and

(b) the Losing Supplier must de-appoint Supplier Agents in accordance with the Metering Operations Schedule.

11.6 The following interface table applies to Registrations that are Confirmed:

Ref	When	Action	From	To	Interface	Means
11.6.1	For Registrations, in the case of an electricity RMP recorded in the CSS as a Domestic Premises, and within one Working Day following the end of the Objection Window where an Objection has not been raised.	Issue the 'Notify Old Supplier Information' notification.	• Losing Supplier	• Gaining Supplier	Notification of Old Supplier Information	Data Transfer Network

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11.6.2	For Registrations, in the case of a gas RMP recorded in the CSS as a Domestic Premises, and within one Working Day following the end of the Objection Window where an Objection has not been raised.	Issue the 'Notify Old Supplier Information' notification.	• Losing Supplier	• Gaining Supplier	NOSI Flow	Data Transfer Network

12 Secured Active Registrations

12.1 In respect of a Registration where for an Initial Registration, the Registration Status is Pending; or for a Switch, the Registration Status is Confirmed, and at 17.00 hours on the day before the Supply Effective From Date for the Registration, the CSS Provider shall set the Registration Status to Secured Active.

12.2 The following interface table applies to Registrations where the Registration Status is Pending or Confirmed:

Ref	When	Action	From	To	Interface	Means
12.2.1	At 17.00 on the day prior to the Supply Effective From Date.	Update the Gaining Supplier's Registration Status to Secured Active. And in the case of a Switch Request, the Losing Supplier's Registration Status to Secured Inactive.	• CSS Provider		Internal Process	

12.2.2	Following 12.2.1.	Issue Notification and Synchronisation for Registration Status being Secured Active and in the case of a Switch Request, the Losing Supplier's Registration Status being Secured Inactive.	• CSS Provider	• Recipients defined Paragraph 13.4	Market Message[12]	CSS API
12.2.3	To have effect from 00.00 at the start of the Supply Effective From Date.	Update the Gaining Supplier's Registration Status to Active.	• CSS Provider		Internal Process	
12.2.4	In the case of a Switch Request, to have effect from 00.00 at the start of the Supply Effective From Date.	Update the Losing Supplier's Registration Status to Inactive.	• CSS Provider		Internal Process	

13 Registration Status: Sending of Notifications and Synchronisation Messages

13.1 This Paragraph 13 applies in respect of a Registration Service Request where one of Paragraphs 5 to 12 provides for this Paragraph 13 to apply. Which of Paragraph 13.2, 13.3 or 13.4 applies depends on the Registration Status of the relevant Registration (as further described in those Paragraphs).

Where the Registration Status becomes Pending, or is Cancelled while Pending

13.2 If the CSS Provider is required to send Notifications and/or Synchronisation Messages in accordance with this Paragraph 13, and where the affected Registration has a Registration Status of Pending (or had a status of Pending immediately prior to being Cancelled), the following interface table shall apply:

[12] See Paragraph 13 for relevant Market Message sent to each Market Participant.

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Ref	When	Action	From	To	Interface	Means
Where a new Registration becomes Pending						
13.2.1	Where this Paragraph 13.2 applies.	Issue Notification that the Registration is Pending.	• CSS Provider	• Gaining Supplier	Registration Pending Notification	CSS API
13.2.2	Where this Paragraph 13.2 applies.	Issue Synchronisation that the Registration is Pending.	• CSS Provider	• Smart DSP • ECoS Service Provider	Registration Event Synchronisation	CSS API
13.2.3	Additionally in the case of a gas RMP.	Issue Notification that the Registration is Pending.	• CSS Provider	• Gaining Shipper	Registration Pending Notification	CSS API
13.2.4	Additionally in the case of a gas RMP.	Issue Notification that the Registration is Pending.	• CSS Provider	• Losing Shipper	Registration Change Anticipated Notification	CSS API
13.2.5	Additionally in the case of a gas RMP.	Issue Synchronisation that the Registration is Pending.	• CSS Provider	• Gas Enquiry Service Provider	Registration Pending Synchronisation	CSS API
13.2.6	Additionally in the case of a gas RMP.	Issue Synchronisation that the Registration is Pending.	• CSS Provider	• Gas Retail Data Agent	Registration Pending Synchronisation	CSS API
13.2.7	Additionally in the case of an electricity RMP.	Issue Synchronisation that the Registration is Pending.	• CSS Provider	• Electricity Enquiry Service Provider	Registration Pending Synchronisation	CSS API
13.2.8	Additionally in the case of an electricity RMP.	Issue Synchronisation that the Registration is Pending.	• CSS Provider	• Electricity Retail Data Agent	Registration Pending Synchronisation	CSS API

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13.2.9	Following receipt of valid Market Message.	Process data and utilise in accordance with the SEC.	• Smart DSP • ECoS Service Provider		Internal Process	N/A
13.2.10	Following receipt of valid Market Message.	Process data and update the Gas Enquiry Service.	• Gas Enquiry Service Provider		Internal Process	N/A
13.2.11	Following receipt of valid Market Message.	Process data and utilise in accordance with the UNC.	• Gas Retail Data Agent		Internal Process	N/A
13.2.12	Following receipt of valid Market Message.	Process data and update the Electricity Enquiry Service.	• Electricity Enquiry Service Provider		Internal Process	N/A
13.2.13	Following receipt of valid Market Message.	Include updated data in the next batch process and utilise in accordance with the BSC and REC.	• Electricity Retail Data Agent		Internal Process	N/A
13.2.14	Where errors are identified in 13.2.9 – 13.2.13	Resolve error in accordance with the relevant Error Resolution Paths.	• Smart DSP • ECoS Service Provider • Gas Enquiry Service Provider • Gas Retail Data Agent • Electricity Enquiry Service Provider • Electricity Retail Data Agent		Internal Process	N/A
Where a Pending Registration becomes Cancelled						

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13.2.15	Where this Paragraph 13.2 applies.	Issue Notification that the Pending Registration is Cancelled.	• CSS Provider	• Gaining Supplier	Gaining Registration Cancelled Notification	CSS API
13.2.16	Where this Paragraph 13.2 applies.	Issue Notification that the Pending Registration is Cancelled.	• CSS Provider	• Losing Supplier	Registration Cancelled Notification	CSS API
13.2.17	Where this Paragraph 13.2 applies.	Issue Synchronisation that the Pending Registration is Cancelled.	• CSS Provider	• Smart DSP • ECoS Service Provider	Registration Cancelled Synchronisation	CSS API
13.2.18	Additionally in the case of a gas RMP.	Issue Notification that the Pending Registration is Cancelled.	• CSS Provider	• Gaining Shipper	Registration Cancelled Notification	CSS API
13.2.19	Additionally in the case of a gas RMP.	Issue Notification that the Pending Registration is Cancelled.	• CSS Provider	• Losing Shipper	Registration Change Anticipated Notification	CSS API
13.2.20	Additionally in the case of a gas RMP.	Issue Synchronisation that the Pending Registration is Cancelled.	• CSS Provider	• Gas Enquiry Service Provider	Registration Cancelled Synchronisation	CSS API
13.2.21	Additionally in the case of a gas RMP.	Issue Synchronisation that the Pending Registration is Cancelled.	• CSS Provider	• Gas Retail Data Agent	Registration Cancelled Synchronisation	CSS API
13.2.22	Additionally in the case of an electricity RMP.	Issue Synchronisation that the Pending Registration is Cancelled.	• CSS Provider	• Electricity Enquiry Service Provider	Registration Cancelled Synchronisation	CSS API
13.2.23	Additionally in the case of an electricity RMP.	Issue Synchronisation that the Pending Registration is Cancelled.	• CSS Provider	• Electricity Retail Data Agent	Registration Cancelled Synchronisation	CSS API

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13.2.24	Following receipt of valid Market Message.	Process data and utilise in accordance with the SEC.	• Smart DSP • ECoS Service Provider		Internal Process	N/A
13.2.25	Following receipt of valid Market Message.	Process data and update the Gas Enquiry Service.	• Gas Enquiry Service Provider		Internal Process	N/A
13.2.26	Following receipt of valid Market Message.	Process data and utilise in accordance with the UNC.	• Gas Retail Data Agent		Internal Process	N/A
13.2.27	Following receipt of valid Market Message.	Process data and update the Electricity Enquiry Service.	• Electricity Enquiry Service Provider		Internal Process	N/A
13.2.28	Following receipt of valid Market Message.	Include updated data in the next batch process and utilise in accordance with the BSC and REC.	• Electricity Retail Data Agent		Internal Process	N/A
13.2.29	Where errors are identified in 13.2.24 – 13.2.28.	Resolve error in accordance with the relevant Error Resolution Paths.	• Smart DSP • ECoS Service Provider • Gas Enquiry Service Provider • Gas Retail Data Agent • Electricity Enquiry Service Provider • Electricity Retail Data Agent		Internal Process	N/A

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Where the Registration Status is Confirmed, or is Cancelled while Confirmed

13.3 If the CSS Provider is required to send Notifications and/or Synchronisation Messages in accordance with this Paragraph 13, and where the affected Registration has a Registration Status of Confirmed (or had a status of Confirmed immediately prior to being Cancelled), the following interface table shall apply (noting that, in the case of Initial Registration Requests, there is no Losing Supplier, so no Notifications need be sent to the Losing Supplier, Losing Shipper or Losing Supplier Agents):

Ref	When	Action	From	To	Interface	Means
Where a Pending Registration becomes Confirmed						
13.3.1	Where this Paragraph 13.3 applies.	Issue Notification that the Pending Registration is Confirmed.	• CSS Provider	• Gaining Supplier	Registration Confirmed Notification	CSS API
13.3.2	Additionally in the case of a gas RMP.	Issue Notification that the Pending Registration is Confirmed.	• CSS Provider	• Gaining Shipper	Registration Confirmed Notification	CSS API
13.3.3	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Pending Registration is Confirmed.	• CSS Provider	• MEM	Registration Change Anticipated Notification	CSS API
13.3.4	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Pending Registration is Confirmed.	• CSS Provider	• HHDC/NHHDC	Registration Change Anticipated Notification	CSS API
13.3.5	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Pending Registration is Confirmed.	• CSS Provider	• HHDA/NHHDA	Registration Change Anticipated Notification	CSS API

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Where a Confirmed Registration is Cancelled						
13.3.7	Where this Paragraph 13.3 applies.	Issue Notification that the Confirmed Registration is Cancelled.	• CSS Provider	• Gaining Supplier	Gaining Registration Cancelled Notification	CSS API
13.3.8	Where this Paragraph 13.3 applies.	Issue Notification that the Confirmed Registration is Cancelled.	• CSS Provider	• Losing Supplier	Registration Cancelled Notification	CSS API
13.3.9	Where this Paragraph 13.3 applies.	Issue Synchronisation that the Confirmed Registration is Cancelled.	• CSS Provider	• Smart DSP • ECoS Service Provider	Registration Cancelled Synchronisation	CSS API
13.3.10	Additionally in the case of a gas RMP.	Issue Notification that the Confirmed Registration is Cancelled.	• CSS Provider	• Gaining Shipper	Registration Cancelled Notification	CSS API
13.3.11	Additionally in the case of a gas RMP.	Issue Notification that the Confirmed Registration is Cancelled.	• CSS Provider	• Losing Shipper	Change Anticipated Notification	CSS API
13.3.12	Additionally in the case of a gas RMP.	Issue Synchronisation that the Confirmed Registration is Cancelled.	• CSS Provider	• Gas Enquiry Service Provider	Registration Cancelled Synchronisation	CSS API
13.3.13	Additionally in the case of a gas RMP.	Issue Synchronisation that the Confirmed Registration is Cancelled.	• CSS Provider	• Gas Retail Data Agent	Registration Cancelled Synchronisation	CSS API
13.3.14	Additionally in the case of an electricity RMP.	Issue Synchronisation that the Confirmed Registration is Cancelled.	• CSS Provider	• Electricity Enquiry Service Provider	Registration Cancelled Synchronisation	CSS API
13.3.15	Additionally in the case of an electricity RMP.	Issue Synchronisation that the Confirmed Registration is Cancelled.	• CSS Provider	• Electricity Retail Data Agent	Registration Cancelled Synchronisation	CSS API

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13.3.16	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Confirmed Registration is Cancelled.	• CSS Provider	• MEM	Registration Change Anticipated Notification	CSS API
13.3.17	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Confirmed Registration is Cancelled.	• CSS Provider	• HHDC/NHHDC	Registration Change Anticipated Notification	CSS API
13.3.18	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Confirmed Registration is Cancelled.	• CSS Provider	• HHDA/NHHDA	Registration Change Anticipated Notification	CSS API
13.3.19	Following receipt of valid Market Message.	Process data and utilise in accordance with the SEC.	• Smart DSP • ECoS Service Provider		Internal Process	N/A
13.3.20	Following receipt of valid Market Message.	Process data and update the Gas Enquiry Service.	• Gas Enquiry Service Provider		Internal Process	N/A
13.3.21	Following receipt of valid Market Message.	Process data and utilise in accordance with the UNC.	• Gas Retail Data Agent		Internal Process	N/A
13.3.22	Following receipt of valid Market Message.	Process data and update the Electricity Enquiry Service.	• Electricity Enquiry Service Provider		Internal Process	N/A
13.3.23	Following receipt of valid Market Message.	Include updated data in the next batch process and utilise in accordance with the BSC and REC.	• Electricity Retail Data Agent		Internal Process	N/A

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13.3.24	Where errors are identified in 13.3.19 – 13.3.23.	Resolve error in accordance with the relevant Error Resolution Paths.	• Smart DSP • ECoS Service Provider • Gas Enquiry Service Provider • Gas Retail Data Agent • Electricity Enquiry Service Provider • Electricity Retail Data Agent		Internal Process	N/A

Where the Registration Status is Secured Active / Secured Inactive

13.4 If the CSS Provider is required to send Notifications and/or Synchronisation Messages in accordance with this Paragraph 13, and where the affected Registration has a Registration Status of Secured Active, the following interface table shall apply (noting that, in the case of Initial Registration Requests, there is no Losing Supplier, so no Secured Inactive Notifications or Secured Inactive Synchronisation Messages need be sent):

Ref	When	Action	From	To	Interface	Means
13.4.1	Where this Paragraph 13.4 applies.	Issue relevant Notification that the Registration is Secured Active.	• CSS Provider	• Gaining Supplier	Registration Secured Active Notification	CSS API
13.4.2	Where this Paragraph 13.4 applies.	Issue Notification that the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• Losing Supplier	Registration Secured Inactive Notification	CSS API
13.4.3	Where this Paragraph 13.4 applies.	Issue Synchronisation that the Registration is Secured Active.	• CSS Provider	• Smart DSP • ECoS Service Provider	Registration Secured Active Synchronisation	CSS API

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					Registration Secured Inactive Synchronisation	
13.4.4	Additionally in the case of a gas RMP.	Issue Notification that the Registration is Secured Active.	• CSS Provider	• Gaining Shipper	Registration Secured Active Notification	CSS API
13.4.5	Additionally in the case of a gas RMP.	Issue Notification that the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• Losing Shipper	Registration Secured Inactive Notification	CSS API
13.4.6	Additionally in the case of a gas RMP.	Issue Synchronisation that the Gaining Supplier's Registration is Secured Active and the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• Gas Enquiry Service Provider	Registration Secured Inactive Synchronisation Registration Secured Active Synchronisation	CSS API
13.4.7	Additionally in the case of a gas RMP.	Issue Synchronisation that the Gaining Supplier's Registration is Secured Active and the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• Gas Retail Data Agent	Registration Secured Inactive Synchronisation Registration Secured Active Synchronisation	CSS API
13.4.8	Additionally in the case of an electricity RMP.	Issue Synchronisation that the Gaining Supplier's Registration is Secured Active and the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• Electricity Enquiry Service Provider	Registration Secured Active Synchronisation Registration Secured Inactive Synchronisation	CSS API
13.4.9	Additionally in the case of an electricity RMP.	Issue Synchronisation that the Gaining Supplier's Registration is Secured Active and the Losing	• CSS Provider	• Electricity Retail Data Agent	Registration Secured Active Synchronisation	CSS API

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		Supplier's Registration is Secured Inactive.			Registration Secured Inactive Synchronisation	
13.4.10	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• MEM	Registration Secured Inactive Notification	CSS API
13.4.11	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• HHDC/NHHDC	Registration Secured Inactive Notification	CSS API
13.4.12	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• HHDA/NHHDA	Registration Secured Inactive Notification	CSS API
13.4.13	Additionally in the case of Meter Asset providers associated to an RMP.	Issue Notification that the Gaining Supplier's Registration is Secured Active and the Losing Supplier's Registration is Secured Inactive.	• CSS Provider	• MAP	Registration Secured Active Synchronisation Registration Secured Inactive Synchronisation	
13.4.14	Following receipt of valid Market Message.	Process data and utilise in accordance with the SEC.	• Smart DSP • ECoS Service Provider		Internal Process	N/A
13.4.15	Following receipt of valid Market Message.	Process data and update the Gas Enquiry Service.	• Gas Enquiry Service Provider		Internal Process	N/A

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13.4.16	Following receipt of valid Market Message.	Process data and utilise in accordance with the UNC.	• Gas Retail Data Agent		Internal Process	N/A
13.4.17	Following receipt of valid Market Message.	Process data and update the Electricity Enquiry Service.	• Electricity Enquiry Service Provider		Internal Process	N/A
13.4.18	Following receipt of valid Market Message.	Include updated data in the next batch process and utilise in accordance with the BSC and REC.	• Electricity Retail Data Agent		Internal Process	N/A
13.4.19	Where errors are identified in 13.4.14 – 13.4.18.	Resolve error in accordance with the relevant Error Resolution Paths.	• Smart DSP • ECoS Service Provider • Gas Enquiry Service Provider • Gas Retail Data Agent • Electricity Enquiry Service Provider • Electricity Retail Data Agent		Internal Process	N/A

14 Registration Deactivation Requests

14.1 A Registration Deactivation Request can only be submitted in respect of an RMP with an RMP Status of Dormant or Terminated. An RMP's RMP Status can be changed in accordance with the RMP Lifecycle Schedule.

14.2 An Energy Supplier can only submit a Registration Deactivation Request for an RMP while it is the Registered Supplier for that RMP.

14.3 The Supply Effective Through Date applied to a Registration Deactivation Request will be either:

(a) the same date as the submission date, if submitted prior to 17.00 hours on the submission date; or

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(b) the next calendar day, if submitted after 17.00 hours on the submission date.

14.4 Registration Deactivation Requests are subject to Validation in accordance with Paragraph 5 and the Data Specification.

14.5 The following interface table applies to the submission of Registration Deactivation Requests, and their acceptance or rejection by the CSS Provider:

Ref	When	Action	From	To	Interface	Means
14.5.1	At the initiation of an Energy Supplier.	Submit Registration Deactivation Request.	• Registered Supplier	• CSS Provider	Registration Deactivation	CSS API
14.5.2	Following 14.5.1 where the message has passed synchronous validation.	Record the Registration Deactivation Request's Registration Service Request Status as Submitted.	• CSS Provider		Internal Process	
14.5.3	Following 14.5.2.	Perform asynchronous validation of Registration Deactivation Request.	• CSS Provider		Internal Process	
14.5.4	Following 14.5.3, if Registration Deactivation Request fails Validation.	Set Registration Service Request Status for Registration Deactivation Request to Rejected.	• CSS Provider		Internal Process	
14.5.5	Following 14.5.4, where Registration Service Request Status is updated to Rejected.	Issue Notification of Registration Deactivation Request being Rejected.	• CSS Provider	• Registered Supplier	Registration Validation Notification	CSS API
14.5.6	Following 14.5.3, if Registration Deactivation Request successfully completes Validation.	Update Registration Service Request Status for Registration Deactivation Request to Validated and the	• CSS Provider		Internal Process	

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		Registration Status to Secured Inactive.[13]				
14.5.7	Following 14.5.6 where Registration Service Request Status is updated to Validated.	Issue Notification of Registration Deactivation Request being Validated.	• CSS Provider	• Registered Supplier	Registration Validation Notification	CSS API
14.5.8	Following 14.5.7 where the Registration Status is updated to Secured Inactive.	Issue Notification or Synchronisation for Registration Status to Secured Inactive.	• CSS Provider	• Recipients defined in Paragraph 14.6	Market Message[14]	CSS API
14.5.9	To have effect from 00.00 at the end of the Supply Effective Through Date.	Update the Energy Supplier's Registration Status to Inactive.	• CSS Provider		Internal Process	

14.6 The following interface table sets out the Notifications and Synchronisation Messages to be sent on acceptance by the CSS Provider of a Registration Deactivation Request, where a Registration becomes Secured Inactive:

Ref	When	Action	From	To	Interface	Means
14.6.1	Where this Paragraph 14.6 applies.	Issue Notification that Registration is Secured Inactive.	• CSS Provider	• Registered Supplier	Registration Secured Inactive Notification	CSS API
14.6.2	Where this Paragraph 14.6 applies.	Issue Synchronisation that Registration is Secured Inactive.	• CSS Provider	• Smart DSP	Registration Secured Inactive Synchronisation	CSS API

[13] The Registration Inactive date will be recorded at 00:00 hours on the following day.
[14] See Paragraph 14.6 for relevant Market Message sent to each Market Participant.

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				• ECoS Service Provider		
14.6.3	Additionally in the case of a gas RMP.	Issue Notification that Registration is Secured Inactive.	• CSS Provider	• Registered Shipper	Registration Secured Inactive Notification	CSS API
14.6.4	Additionally in the case of a gas RMP.	Issue Synchronisation that Registration is Secured Inactive.	• CSS Provider	• Gas Enquiry Service Provider	Registration Secured Inactive Synchronisation	CSS API
14.6.5	Additionally in the case of a gas RMP.	Issue Synchronisation that Registration is Secured Inactive.	• CSS Provider	• Gas Retail Data Agent	Registration Secured Inactive Synchronisation	CSS API
14.6.5	Additionally in the case of an electricity RMP.	Issue Synchronisation that Registration is Secured Inactive.	• CSS Provider	• Electricity Enquiry Service Provider	Registration Secured Inactive Synchronisation	CSS API
14.6.6	Additionally in the case of an electricity RMP.	Issue Synchronisation that Registration is Secured Inactive.	• CSS Provider	• Electricity Retail Data Agent	Registration Secured Inactive Synchronisation	CSS API
14.6.7	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that Registration is Secured Inactive.	• CSS Provider	• MEM	Registration Secured Inactive Notification	CSS API
14.6.8	Additionally in the case of Supplier Agents	Issue Notification that Registration is Secured Inactive.	• CSS Provider	• HHDC/NHHDC	Registration Secured Inactive Notification	CSS API

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	Appointed to an Active Registration.					
14.6.9	Additionally in the case of Supplier Agents Appointed to an Active Registration.	Issue Notification that Registration is Secured Inactive.	• CSS Provider	• HHDA/NHHDA	Registration Secured Inactive Notification	CSS API
14.6.10	Additionally in the case of Meter Asset Providers associated to an RMP.	Issue Notification that Registration is Secured Inactive.	• CSS Provider	• MAP	Registration Secured Inactive Synchronisation	CSS API
14.6.11	Following receipt of valid Market Message.	Process data and utilise in accordance with the SEC.	• Smart DSP • ECoS Service Provider		Internal Process	N/A
14.6.12	Following receipt of valid Market Message.	Process data and update the Gas Enquiry Service.	• Gas Enquiry Service Provider		Internal Process	N/A
14.6.13	Following receipt of valid Market Message.	Process data and utilise in accordance with the UNC.	• Gas Retail Data Agent		Internal Process	N/A
14.6.14	Following receipt of valid Market Message.	Process data update the Electricity Enquiry Service.	• Electricity Enquiry Service Provider		Internal Process	N/A
14.6.15	Following receipt of valid Market Message.	Include updated data in the next batch process and utilise in accordance with the BSC and REC.	• Electricity Retail Data Agent		Internal Process	N/A

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14.6.16	Where errors are identified in 14.6.11 – 14.6.15.	Resolve error in accordance with the relevant Error Resolution Paths.	• Smart DSP • ECoS Service Provider • Gas Enquiry Service Provider • Gas Retail Data Agent • Electricity Enquiry Service Provider • Electricity Retail Data Agent		Internal Process	N/A

15 Change of Shipper Requests

15.1 Only Gas Suppliers can submit a Change of Shipper Request. A Gas Supplier can only submit a Change of Shipper Request for an RMP while it is the Registered Supplier for that RMP.

15.2 The effective from date which can be specified in a Change of Shipper Request must be a date occurring before any date on which the Energy Supplier's Registration is due to become Inactive; and:

(a) in the case of a Change of Shipper Request submitted before 17.00 hours, no earlier than the next day after the day on which it was submitted; or

(b) in the case of a Change of Shipper Request submitted at or after 17.00 hours, no earlier than the second day after the day on which it was submitted.

15.3 To determine whether to accept or reject a Change of Shipper Request submitted by an Energy Supplier, the CSS Provider shall:

(a) check that the Shipper specified in the request is not subject to a Market Sanction;

(b) check that the request is consistent with the Energy Supplier's applicable Regulatory Alliances and Commercial Alliances; and

(c) follow any other Validation rules set out in Paragraph 5 or the Data Specification.

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15.4 The following interface table applies to the Change of Shipper Requests, and their acceptance or rejection by the CSS Provider:

Ref	When	Action	From	To	Interface	Means
15.4.1	At the initiation of an Energy Supplier.	Submit Change of Shipper Request.	• Registered Supplier	• CSS Provider	Update Active Registration	CSS API
15.4.2	Following 15.4.1 where the message has passed synchronous validation.	Set Change of Shipper Request's Registration Status to Submitted.	• CSS Provider		Internal Process	
15.4.3	Following 15.4.2.	Perform asynchronous validation of Change of Shipper Request.	• CSS Provider		Internal Process	
15.4.4	Following 15.4.3 if Change of Shipper Request fails Validation.	Set Change of Shipper Request's Registration Status to Rejected.	• CSS Provider		Internal Process	
15.4.5	Following 15.4.4, where Registration Event Request Status is updated to Rejected.	Issue Notification of Change of Shipper Request being Rejected.	• CSS Provider	• Registered Supplier	Registration Validation Notification	CSS API
15.4.6	Following 15.4.3 if Change of Shipper Request successfully completes Validation.	Set Change of Shipper Request's Registration Status to Validated and record the change of Shipper and the effective date of such change.	• CSS Provider		Internal Process	
15.4.7	Following 15.4.6, where Registration Event Request Status is updated to Validated.	Issue Notification of an accepted Change of Shipper Request, and the effective date of such change.	• CSS Provider	• Registered Supplier	Registration Validation Notification	CSS API

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15.4.8	Following 15.4.7, where Change of Shipper Request is accepted.	Issue Notification or Synchronisation for an accepted Change of Shipper Request, and the effective date of such change.	• CSS Provider	• Recipients defined in Paragraph 15.6	Market Message[15]	CSS API

15.5 Where a Change of Shipper Request has been accepted for an RMP, but has yet to become effective, a new Energy Supplier's Registration becoming Secured Active in respect of that RMP, with a Supply Effective From Date which is the same as or prior to the Effective From Date of the Change of Shipper Request shall result in the original Change of Shipper Request not becoming effective.

15.6 It is not possible to cancel a future dated Change of Shipper Request where a different Shipper is appointed. An additional request must be submitted with the new Shipper details, using the same Shipper effective from date.

15.7 The following interface table applies where the CSS Provider is required to send Notifications and Synchronisation Messages under Paragraph 15.4:

Ref	When	Action	From	To	Interface	Means
15.7.1	Where this Paragraph 15.7 applies.	Issue Notification of Change of Shipper.	• CSS Provider	• Losing Shipper	Registration Event Notification	CSS API
15.7.2	Where this Paragraph 15.6 applies.	Issue Notification of Change of Shipper.	• CSS Provider	• Gaining Shipper	Registration Event Notifcation	CSS API
15.7.3	Where this Paragraph 15.7 applies.	Issue Synchronisation of Change of Shipper.	• CSS Provider	• Gas Enquiry Service Provider	Registration Event Notification	CSS API
15.7.4	Where this Paragraph 15.7 applies.	Issue Synchronisation of Change of Shipper.	• CSS Provider	• Gas Retail Data Agent	Registration Event Notifcation	CSS API

[15] See Paragraph 15 for relevant Market Message sent to each Market Participant.

15.7.5	Following receipt of valid Market Message.	Process data and update the Gas Enquiry Service.	• Gas Enquiry Service Provider		Internal Process	N/A
15.7.6	Following receipt of valid Market Message.	Process data and utilise in accordance with the UNC.	• Gas Retail Data Agent		Internal Process	N/A
15.7.7	Where errors are identified in 15.7.5 – 15.7.6.	Resolve error in accordance with the relevant Error Resolution Paths.	• Gas Enquiry Service Provider • Gas Retail Data Agent		Internal Process	N/A

16 Change of Domestic Premises Indicator Requests

16.1 An Energy Supplier can only submit a Change of Domestic Premises Indicator Request for an RMP while it is the Registered Supplier for that RMP. As the Data Master for the Data Item recorded as the Domestic Premises Indicator for an RMP, the Registered Supplier shall update this Data Item where it becomes aware that it is not correct.

16.2 The Change of Domestic Premises Indicator Request must be sent on the date that the Energy Supplier becomes aware of a historic change, or on the date on which the change occurs (if the Energy Supplier has received prior notification of the date on which a change is to become effective.

16.3 The following interface table applies to the Change of Domestic Premises Indicator Requests, and their acceptance or rejection by the CSS Provider:

Ref	When	Action	From	To	Interface	Means
16.3.1	Following an Energy Supplier identifying that paragraph 16.3 applies.	Submit Change of Domestic Premises Indicator Request.	• Registered Supplier	• CSS Provider	Update Active Registration	CSS API

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16.3.2	Following 16.3.1 where the message has passed synchronous validation.	Set Change of Domestic Premises Indicator Request's Registration Status to Submitted.	• CSS Provider		Internal Process	
16.3.3	Following 16.3.2.	Perform asynchronous validation of Change of Domestic Premises Indicator Request.	• CSS Provider		Internal Process	
16.3.4	Following 16.3.3 if Change of Domestic Premises Indicator Request fails Validation.	Set Change of Domestic Premises Indicator Request's Registration Status to Rejected.	• CSS Provider		Internal Process	
16.3.5	Following 16.3.4 where Registration Event Request Status is updated to Rejected.	Issue Notification of Change of Domestic Premises Indicator Request being Rejected.	• CSS Provider	• Registered Supplier	Registration Validation Notification	CSS API
16.3.6	Following 16.3.3 if Change of Domestic Premises Indicator Request successfully completes Validation.	Set Change of Domestic Premises Indicator Request's Registration Status to Validated, and record the change to the Domestic Premises Indicator and the effective date of such change.	• CSS Provider		Internal Process	
16.3.7	Following 16.3.6, where Registration Event Request Status is updated to Validated.	Issue Notification of an accepted Change of Domestic Premises Indicator Request.	• CSS Provider	• Registered Supplier	Registration Validation Notification	CSS API

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16.3.8	Following 16.3.7, where Change of Domestic Premises Indicator Request is accepted.	Issue Notification or Synchronisation for an accepted Change of Domestic Premises Indicator Request.	• CSS Provider	• Recipients defined in Paragraph 16.4	Market Message[16]	CSS API

16.4 The following interface table applies where the CSS Provider is required to send Notification and Synchronisation Messages following a Change of Domestic Premises Indicator:

Ref	When	Action	From	To	Information Required	Method
16.4.1	Where this Paragraph 16.4 applies.	Issue Synchronisation of Change of Domestic Premises Indicator.	• CSS Provider	• Smart DSP • ECoS Service Provider	Registration Event Synchronisation	CSS API
16.4.2	In the case of a gas RMP, where this Paragraph 16.4 applies.	Issue Notification of Change of Domestic Premises Indicator.	• CSS Provider	• Registered Shipper	Registration Event Notification	CSS API
16.4.3	In the case of a gas RMP, where this Paragraph 16.4 applies.	Issue Synchronisation of Change of Domestic Premises Indicator.	• CSS Provider	• Gas Enquiry Service Provider	Registration Event Synchronisation	CSS API
16.4.4	In the case of a gas RMP, where this Paragraph 16.4 applies.	Issue Synchronisation of Change of Domestic Premises Indicator.	• CSS Provider	• Gas Retail Data Agent	Registration Event Synchronisation	CSS API

[16] See Paragraph 16.4 for relevant Market Message sent to each Market Participant.

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16.4.5	In the case of an electricity RMP, where this Paragraph 16.4 applies.	Issue Synchronisation of Change of Domestic Premises Indicator.	• CSS Provider	• Electricity Enquiry Service Provider	Registration Event Synchronisation	CSS API
16.4.6	In the case of an electricity RMP, where this Paragraph 16.4 applies.	Issue Synchronisation of Change of Domestic Premises Indicator.	• CSS Provider	• Electricity Retail Data Agent	Registration Event Synchronisation	CSS API
16.4.7	Following receipt of valid Market Message.	Process data and utilise in accordance with the SEC.	• Smart DSP • ECoS Service Provider		Internal Process	N/A
16.4.8	Following receipt of valid Market Message.	Process data and update the Gas Enquiry Service.	• Gas Enquiry Service Provider		Internal Process	N/A
16.4.9	Following receipt of valid Market Message.	Process data and utilise in accordance with the UNC.	• Gas Retail Data Agent		Internal Process	N/A
16.4.10	Following receipt of valid Market Message.	Process data and update the Electricity Enquiry Service.	• Electricity Enquiry Service Provider		Internal Process	N/A
16.4.11	Following receipt of valid Market Message.	Include updated data in the next batch process and utilise in accordance with the BSC and REC.	• Electricity Retail Data Agent		Internal Process	N/A
16.4.12	Where errors are identified in 16.4.7 – 16.4.11.	Resolve error in accordance with the relevant Error Resolution Paths.	• Smart DSP • ECoS Service Provider		Internal Process	N/A

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			• Gas Enquiry Service Provider • Gas Retail Data Agent • Electricity Enquiry Service Provider • Electricity Retail Data Agent			

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