RETAIL ENERGY CODE

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CHANGE PROPOSAL FORM (COPY)

1 PERSONAL DETAILS

PROPOSER NAME *(Mandatory)*	Leanne Yates
COMPANY *(Optional)*	Northern Powergrid
COMPANY TYPE *(Optional)*	
TELEPHONE NUMBER *(Optional)*	
EMAIL ADDRESS *(Mandatory)*	

2 CHANGE PROPOSAL SUMMARY

CHANGE PROPOSAL TITLE *(Mandatory)*	Changes to allow DNOs/ to reinstate disconnected MPANs
WHAT IS THE ISSUE YOU ARE SEEKING TO SOLVE? *(Mandatory)*	Prior to go-live of the Central Switching Service (CSS) and under the Master Registration Agreement (MRA) arrangements DNOs were able to reinstate MPANs that were erroneously disconnected via the MRA Agreed Procedure (MAP04). Post CSS go-live reinstatements cannot be made where the Supplier has submitted a Registration Deactivation to CSS. MPANs that are erroneously disconnected post CSS go-live now rely on the Supplier not setting the status to 'inactive' following DNO disconnection of the MPAN. However, there have already been cases where Suppliers have already submitted a deactivation of the registration of the MPAN. This means that the DNO is required to create a new MPAN and the Customer has to register the new MPAN with a Supplier.

	Whilst DNOs make every attempt to validate MPANs prior to disconnection, there are instances when MPANs can be disconnected in error, whether DNO or Supplier driven.
WHAT IMPACT IS THIS HAVING? *(Mandatory)*	We are already seeing detrimental impacts in the relatively short time since the CSS Go-Live date and this as the potential to get worse/continue: Customer Service • When the Customer's MPAN is disconnected incorrectly, a new MPAN needs to be created which needs to registered with a Supplier, this could mean the agreement of a new Supplier Energy Contract, potentially increasing costs, wasted customer time and effort in resolving the consequential queries, from an error that they had no part in., • The Customer will need to enter into a new Energy Contract which could result in increased charges, as the tariffs they were previously contracted to may no longer be available. . For Half Hourly (HH) they will have to arrange a new HH MOP contract. There have already been customer complaints filed due to customers losing their existing tariff and being locked into a more expensive rate as they are treated as a new customer. • The DNO cannot get around the above as the industry processes do not cater for this scenario, resulting in customer dissatisfaction.. • Customers are not able to switch Supplier until they have been provided with a new MPAN that is ready to receive an initial registration request. • Once the customer is able to register the new MPAN, they may experience difficulties getting registered under a new initial registration with a different Supplier where the property is already traded with an operational meter. • During the period where the customer does not have a registered supplier, they are not recognised on DNO system and are not

	notified of pre-planned or unplanned loss of supply outages. • PSR Information that related to the previous MPAN may be lost in the transition of data from the old MPAN to the new MPAN, thereby causing problems for the consumer's vulnerability not being considered – where appropriate. • Meter Reading history for the old MPAN is not transferred, which could result in higher estimates as there is no historic consumption information on which to base estimated readings for the new MPAN. Readings will be created using profiles rather than historic consumption patterns. Industry Party Impact • Additional DNO/Supplier time and effort in resolving. • Changes to business processes and cross communication between new MPAN creation and other teams to resolve. This can add further cost and delay to resolution. • Once the MPAN is created, necessity to re-register the MPAN in CSS, and for the Supplier to submit D0205, D0386, D0312 and any other relevant flows needed to recreate the data held for the original MPAN. If the process is not completed, there is an increased risk of having untraded MPANs in the system or incomplete information on the MPAN. • If the customer opts for a new Supplier to register with, the new Supplier may not have the full set of MPAN details needed to set up all data in the systems. There may be a delay while the new Supplier obtains this information. • Complications registering customer as a 'new' supply when in fact is an existing supply. • Loss of the MPAN history. Limited means to link the old and new MPAN and registration details or communicate this link to downstream systems.

	Settlement impact • MPANs can only be registered going forwards, if an MPAN is disconnected in 01/01/22, the new MPAN is created 01/02/22 and not registered until 01/03/22, 3 months of energy is not settled. • The customer/business is unlikely to be billed for the time it takes to create the new MPAN and get it registered meaning there could be an impact on settlements. This could also lead to customers 'dragging their feet' to appoint a new Supplier in the knowledge they are on not being billed. There may also be impacts with back-billing should the issue not come to light for a significant period. . • If the customer fails to sign a supply agreement or cannot get a Supplier, the MPAN will remain unregistered, but the customer will still use energy which is not being billed or settled.
WHAT OUTCOMES DO YOU CONSIDER ARE NEEDED TO ACHIEVE AN EFFECTIVE SOLUTION? *(Mandatory)*	DNO being able to reinstate MPANs which have been erroneously disconnected, regardless of the Registration Status. CSS to accommodate reinstating a registration from secured inactive to secured active. Service to customer, and settlement, is seamless. Fewer customer complaints and a better customer experience.
IS THERE ANY BACKGROUND INFORMATION OR CONTEXT TO THE CHANGE PROPOSAL THAT WOULD BE USEFUL? *(Optional)*	The MAP04 to reinstate MPANs was successfully used prior to CSS. Section 3.2 of the MAP04_6.7 Procedure for Error Resolution and Retrospective Manual Amendments *(b) Cancelling a Disconnection Date* *Where an MPAN which was previously Registered has been disconnected in error (e.g. the wrong MPAN was notified in a De-Registration Notice, or the wrong MPAN was Disconnected in MPAS), then the Distribution Business will have to review the appropriate means of effecting the continuance of the Registration of the last Supplier based on their system functionality. This might be achieved by restoring the original MPAN to a Registered status or through creating a new MPAN and 'reinstating' the Registration details. In the latter case parties might also consider the use of the*

	New Connections SSD resolution (see Section 3.3 of this procedure) in order to effect a continuous Registration. *Where the remedy involves the use of a new MPAN, records will be kept in the MPAS Registration System and the Supplier's systems, including the Hub, as to the relationship between the old and new MPAN.*

3 CONSUMER IMPACTS

WHICH CONSUMER TYPES WILL BE IMPACTED BY THIS CHANGE PROPOSAL? *(Mandatory)*	☒ Electricity ☐ Gas ☐ Domestic Prepayment ☐ Domestic Credit ☐ Microbusiness ☐ Small and Medium Enterprise (SME) ☐ Industrial and Commercial (I&C) ☐ Other (please specify in the Additional information box below)
WHAT IMPACT WILL THIS CHANGE PROPOSAL HAVE FOR THESE CONSUMERS? *(Mandatory)*	☒ Switching experience ☒ Billing accuracy ☒ Trust and confidence ☐ Safety ☐ Security of supply ☐ Ability to pay ☐ On site experience ☐ Other (please provide details in the Additional information box below)
ADDITIONAL INFORMATION *(Optional)*	

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4 CODE IMPACTS

Does this Issue relate to or impact:

THE REC OR REC SCHEDULES? *(Optional)*	☐ Main Body ☐ Interpretations and Definitions Schedule ☐ Transition Schedule ☐ Accession Agreement ☐ Company Governance Schedule ☐ Change Management Schedule ☐ Performance Assurance Schedule ☐ Qualification and Maintenance Schedule ☐ Market Exit Schedule ☐ Charging Methodology Schedule ☐ Prepayment Arrangements Schedule ☐ Central Switching Service Schedule ☐ Data Access Schedule ☐ Energy Theft Reduction Schedule ☐ Transfer of Consumer Data Schedule ☐ Metering Operations Schedule ☐ Metering Accreditation Schedule ☐ Smart Meter Installation Schedule ☐ Secure Data Exchange Schedule ☐ Green Deal Arrangements Schedule ☐ Registration Services Schedule ☐ Related Metering Points Schedule ☐ Address Management Schedule ☐ Switching Data Management Schedule ☒ RMP Lifecycle Schedule ☐ Switching Service Management Schedule ☐ Resolution of Consumer Facing Switching and Billing Issues Schedule ☐ SPAA Transition Schedule ☐ MRA Transition Schedule ☐ Unbilled Energy Code of Practice ☐ Gas Metering Code of Practice ☐ MOCoPA ☐ ASPCoP ☐ Change Panel Terms of Reference ☐ Performance Assurance Board Terms of Reference

ADDITIONAL INFORMATION *(Optional)*	Other impacted products to be determined by the Code Manager during their assessment/progression

THE DATA SPECIFICATION? *(Optional)*	☐ Data Item Catalogue ☐ Market Message Catalogue ☐ Data Access Matrix ☐ Standards Definition
ADDITIONAL INFORMATION *(Optional)*	

CENTRAL SYSTEMS OR REC SERVICES? *(Optional)*	☐ Electricity Enquiry Service ☐ Central Data Service Provider Further Services ☐ Secure Data Exchange Service ☐ Green Deal Central Charging Database ☒ Central Switching Service (CSS) ☐ CSS Certificate Authority ☐ Switching Operator ☐ Gas Retail Data Service ☐ Electricity Retail Data Service ☐ Gas Enquiry Service ☐ Energy Theft Tip Off Service (ETTOS)
ADDITIONAL INFORMATION *(Optional)*	

REC PARTIES AND/OR MARKET PARTICIPANTS? *(Optional)*	☒ Energy Suppliers ☒ Distribution Network Operators ☐ Gas Transporters ☐ Metering Equipment Managers ☐ DCC ☐ Shippers ☐ Data Collectors ☐ Data Aggregators ☐ Green Deal Providers ☐ Green Deal Finance Parties

	☐ Meter Asset Providers ☐ AMR Service Providers ☐ EES Users ☐ GES Users ☐ GDCC Users ☒ Other (please provide details in the Additional Information box) – CSS Service Provider
ADDITIONAL INFORMATION *(Optional)*	

OTHER INDUSTRY CODES? *(Optional)*	☒ BSC ☒ DCUSA ☐ SEC ☐ UNC ☐ IGT UNC
ADDITIONAL INFORMATION *(Optional)*	May need to consider if there are any DCUSA impacts

DOES THIS CHANGE PROPOSAL IMPACT A SIGNIFICANT CODE REVIEW? *(Optional)*	No
ADDITIONAL INFORMATION *(Optional)*	

5 CHANGE PROGRESSION

DO YOU BELIEVE THIS CHANGE PROPOSAL MEETS THE CRITERIA FOR 'URGENCY' AND SHOULD BE PROGRESSED	No

UNDER AN URGENT TIMETABLE? **IF SO, PLEASE PROVIDE JUSTIFICATION?** *(Optional)*	
ARE THERE ANY REQUIRED TIMESCALES FOR THE DEVELOPMENT OR IMPLEMENTATION OF THIS CHANGE PROPOSAL? *(Optional)*	No
ARE YOU AWARE OF ANY DEPENDENCIES ASSOCIATED WITH THE CHANGE PROPOSAL WHICH MAY IMPACT ITS PRIORITY OR PROGRESSION TIMETABLE? *(Optional)*	No
DOES THIS CHANGE PROPOSAL RELATE TO AN EXISTING OR PREVIOUS CHANGE PROPOSAL? *(Optional)*	

6 ATTACHMENTS

ATTACH/PROVIDE ANY SUPPORTING DOCUMENTS TO BE SUBMITTED WITH THE FORM	