Version	Description	Author	Date
0.1	Draft Forward Migration Change of Service – Metering Service Process for industry consultation	MHHS Programme – Migration Design Team	13/02/2023
0.2	Updated Forward Migration Change of Service – Metering Service Process following industry consultation	MHHS Programme – Migration Design Team	15/03/2023
1.0	Baselined following DAG approval	MHHS Programme – Migration Design Team	03/04/2023
1.1	MHHS-DIN-64, MHHS-DIN-95, MHHS-DIN-31	MHHS Programme – SI Design Team	02/06/2023
1.2	MHHS-DIN-100, MHHS-DIN-369	MHHS Programme – SI Design Team	29/06/2023
1.3	MHHS-DIN-757	MHHS Programme – Design Team	16/01/2024

Cover Note

This document displays the Forward Migration Change of Service – Metering Service process. It has been based on the MHHS BAU Change of Service – Metering Service process and any new, Migration-specific steps, are indicated in Green, whereas any steps that are not required as part of Migration are indicated in Red.

This process map should be read in parallel with the relevant BPD (MHHS BPD002 – Change of Service – Metering Service (Forward Migration)) which provides more detail on each of the steps and the steps that have been removed.

MHHSP – Business Process - Key

Item	Description
	Process
Step 00 — Text	Task
X	Decision gateway
+	Initiate multiple steps
+	Collapsed sub-process
	Message
	Start BPM
	End BPM
→	Sequence flow – Black = Process Step / Blue = DIP Output
o– – –▷	Message flow - Orange = 3rd Party / Red = TBD

Colour Code	Description
(green)	New step, required for Migration only
(red)	BAU step not required for Migration

MHHSP-BPM-002 – Change of Service – Metering Service – Forward Migration v1.3

MHHS PROGRAMME Industry-led, Elexon facilitated

Business Process Description
This BPM diagram describes the Forward Migration 'Change of Metering Service' Business Process. For a detailed description of each step in the BPM, please refer to the accompanying Business Process Descriptions [BPD] document for this Business Process.

Actors
Supplier (Prospective/Incumbent)
Registration Service
Data Integration Platform
New Metering Service (MSS, MSA, UMSO)
Outgoing MOP
New/Existing Data Service (SDS, ADS, UMSDS)
Supplier (Outgoing)
LDSO
EES

MHHS Interfaces
MHHS-IF-031 Supplier Service Appointment Request
MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request
MHHS-IF-033 Registration Service Request for Service Appointment
MHHS-IF-034 Service Provider Response to Appointment Request
MHHS-IF-035 Registration Service Appointment Status Notification
MHHS-IF-036 Reg. Serv. Notification of Service App. & Supporting Info
MHHS-IF-038 Customer Direct Contract Advisory
MHHS-IF-039 Customer Direct Contract Advisory Response

Publication List
PUB-031 Supplier Service Appointment Request
PUB-032 Reg. Serv. Response to Supplier Service App Request
PUB-033 Registration Service Request for Service Appointment
PUB-034 Service Provider Response to Appointment Request
PUB-035 Registration Service Appointment Status Notification
PUB-036 Reg. Serv. Notification of Service App. & Supporting Info
PUB-038 Customer Direct Contract Advisory
PUB-039 Customer Direct Contract Advisory Response

BPM included as part of the process
MHHSS-BP003-Change of Service – Data Service
MHHS-BP001- Change of Supply (Migration)

BPM Entry
MHHS-BP001-Change of Supply
MHHS-BP007-Disconnection
MHHS-BP011-Change of Market Segment
MHHS-BP001- Change of Supply (Migration)

Exit BPM
MHHS-BP004-Data Collection

Swimlane: Supplier (Prospective / Incumbent)

- Step 05
- Step 10 — Determine Metering Service (MS) Required
- Step 20 — Send Initial MS Appointment Request
- Step 35 — Manage Message Failure
- Step 55 — Manage Initial MS Appointment Request Response
- Step 95 — Manage MS Prospective Appointment Request Response — CoA?
- Step 1005 — Send D0151
- Step 260 — Manage SP Confirmation and MTDs
- Step 201 — Receive Trad/Adv MTDs
- Step 202

Rejection/Lapsed; Rejection; Wait For Acceptance; Wait for Confirmation; Wait for Confirmation

Note: CSS Switch Cancellations
In the case of a Switch Cancellation, the Registration Service will issue an "IF-035 Lapsed Notification" as soon as the Switch Cancellation is received from CSS i.e. it will NOT wait until the day prior to the proposed appointment start date before issuing the IF-035.

Treatment of Related & Export MPANs

Note: Export and Import MPANs will be migrated independently, this process is only relevant to Related MPANs.
In addition post migration for Export and Import MPANs, the Registration Service will not automatically appoint the MPANs to the same MS/DS.

Note: Automated Alignment of Export / Related MPANs
* Appointments would only be accepted on the Import / Primary MPAN - MS Smart & Advanced / DS Advanced only
* Associated Export / Related Secondary MPAN(s) auto de-appoint and then appoint SPs ONLY following successful appointment of Import / Primary
* Smart Import and Export should have same MS (separate DS) / Advanced I&E AND all "Related MPANs" should have same MS & DS
* Linkage Definition & Maintenance :
 - For Import / Export (linkage will only commence following implementation of CP1558)
 - On creation of Export MPAN the LDSO should, if required, create a linkage back to an Import MPAN
 - "In-life" Breaking or Making of I/E linkage also done, off the back of manual/email request, by the LDSO
 - For Related MPANs
 - Supplier defines and maintains the linkage
 - This will continue to be done following the existing process using the D0386-IF-019

FOR AVOIDANCE OF DOUBT MHHS FUNCTIONALITY WILL OPERATE ON THE 'REGISTRATION LINKAGES' FOR BOTH IMPORT EXPORT & RELATED

- Step 750 — Manage Service Provider Appointment

MS Customer Direct Contract Marker

Note: Customer Direct Contracts
* Evergreen/Perpetual Contracts would need marker to be re-applied every 3 years.
* MPAN Enquiry & EES would also contain either a Yes/No flag OR details of the Metering Services ID.
* Notifications to the Supplier (IF-001 and IF-002) would also contain a flag(s)
* End Date held in registration for validation purposes only, and should NOT be visible in EES

* This functionality would not trigger or prevent any Supplier Appointment(s)

- Step 970 — Manage Customer Direct Contract Notification

Swimlane: Registration Service

- Step 40 — Validate Initial MS Appointment Request
- Step 100 — Determine Processing Treatment
- Retro/Same Day; Prospective
- Step 101 — Hold in Appointment Queue
- WAIT for CSS Daily Batch
- Step 1000 — Send D0170
- Step 125 — CSS Secured Notification
- Step 120 — Review & Re-Validate Prospective Appointment(s) — ALL OUTCOMES — CONFIRMED APPOINTMENT ONLY
- Step 45 — Issue Initial MS Appointment Request Response
- Step 60 — Issue Request MS Proposed Appointment Validation
- Step 85 — Manage SP Prospective Appointment Response
- Step 86 — Issue MS Prospective Appointment Notification to Existing MS
- Step 87 — Issue MS Prospective Appointment Outcome
- Step 130 — Issue MS De-Appointment Notification to Outgoing MS
- Step 220 — Issue MS Prospective Appointment Outcome Responses — LAPSED APPOINTMENT ONLY
- Step 240 — Notify Prospective Appointment as Effective
- Step 710 — Identify Linked Export & Related MPAN(s)
- Step 720 — Issue De-Appointment Notification(s) to Linked MPAN(s)
- Step 770 — Issue Linked MPAN(s) Appointment Notification
- Step 930 — Process Customer Direct Contract Request

Retro/Same Day; Accepted Only; ALL Responses; Valid Only; All; Traditional / Advanced Accepted; All responses; CoA: D0151; IF-031; IF-032; IF-033; IF-034; IF-035; IF-035 (Traditional & Advanced Only); IF-036; IF-037; CONFIRMED APPOINTMENT ONLY

PUB-031; PUB-032; PUB-034; PUB-035; PUB-036; PUB-038; IF-039

Swimlane: Data Integration Platform

- Step 30 — Publish Initial MS Appointment Request
- Step 50 — Publish Initial MS Appointment Request Response
- Step 65 — Publish Proposed MS Appointment Validation Request
- Step 80 — Publish Proposed MS Appointment Validation Response
- Step 90 — Publish Prospective Appointment to Incumbent MS
- Step 91 — Publish Prospective Appointment Outcome Responses
- Step 140 — Publish MS De-Appointment Notification
- Step 225 — Publish Prospective Appointment Outcome Notifications (Lapsed)
- Step 245 — Publish Notification of Appointment (Acceptances)
- Step 740 — De-Appointment Notification(s) to Linked MPAN(s)
- Step 780 — Publish Linked MPAN(s) Notification Of Appointment
- Step 920 — Receive Customer Direct Contract Info
- Step 940 — Publish Customer Direct Contract Response

NOTE: "DIP Message Failure" is only shown here as part of the first DIP interaction. This rejection can occur for ALL DIP Message Submissions, but is only shown in this diagram once.

D0170; PUB-033; IF-034; PUB-035; PUB-036; PUB-037; IF-038; PUB-039 Accept / Reject; D149/D150/D268

Swimlane: Metering Service (New)

- Step 70 — Manage MS Proposed Appointment Validation Request
- Step 75 — Respond to MS Proposed Appointment Request
- Step 92 — Manage MS Prospective Appointment Request Response
- Step 230 — Cancel/Terminate Prospective Appointment
- Step 195 — Receive Appointment Notification & MTDs
- Step 196 — Manage MTD Discrepancies if required
- Step 174 — Notification of Prospective Data Service
- Step 175 — Receive Trad / Advanced MTDs
- Step 180 — Issue MTDs via DTN (Trad & Advanced Only)
- Step 790 — Receive Linked MPAN(s) Appointment Notification

NOTE:
1. Metering Service would validate Supplier Contract & Metering Serviceability. Responding with Acceptance or Rejection.
2. PUB-033 will provide details of all Linked MPANs & associated metering
3. Metering Service should be aware Acceptance will result in the transfer of ALL Linked Export and/or Related MPANs

Change of Data Service

PUB-035; PUB-037; PUB-036

Swimlane: Metering Service (Old) / Outgoing MOP

- Step 1001 — Receive D0170 and send MTDs
- Step 160 — Issue MTD to Prospective/ Incoming Metering Service
- Step 1004
- Step 165 — Send D149/ D150
- Step 170 — Send D268 & D0383 / D0384 (if available)
- Step 231 — De-Appointment Notification
- Step 760 — Mange Metering Service De-Appointment Notification

Smart; Traditional; Advanced; Traditional / Advanced

Note: PUB-036/PUB-037 will be issued for each & every Linked MPAN and will be sent to the 'relevant parties' per the main diagram/IF Routing Matrix

NOTE: Metering Service should issue the MTDs for ALL Linked Export and/or Related MPANs

PUB-037; D268/D383/D384; D150/D149/D268

NOTE: Service Provider De-Appointment Notifications
In normal BAU operations it would be expected that at the point of "Auto De-Appointment", there would be 'Prospective Appointments' in place, ready to be activated, thus providing continuity of Service Provider coverage. In these cases the incoming Service Provider details can be included in the Auto De-appointment IF-037/PUB-037 message.

However, there could be non-standard scenarios where there is no follow-on appointment in existence when Auto De-appointment is executed, meaning no incoming Service Provider information can be populated into the PUB-037. In these cases the supplier would need to execute a 'Retro' Service Provider Appointment (in order to ensure continuity of Service Providers) – where this is the case a second/ follow-on IF-035/PUB-035 will be issued to the previous Service Provider as part of the process of activating the 'Retro' Appointment.

Swimlane: Data Service (New/Existing)

- Step 270 — MS Appointment Notification & MTD
- Step 190 — Receive incoming MTDS from New MS
- Step 271 — Manage MTD Discrepancies if required
- Step 272 — BP004 Data Collection

NOTE: UMSO Appointment Process
As part of Working Group discussions a number of points were considered relating to the treatment of UMS MPANs as part of the 'UMSO Service Provider Appointment process.

The agreed position was that UMSO's would follow the same process as all other Metering Service Appointments, in that the Supplier would need to Request Appointment of the UMSO (using IF-031), this will be subject to appropriate validation rules incorporated into the Registration Service & passed to the UMSO (PUB-033), the UMSO will the Accept or Reject the Proposed Appointment (IF-034). I.E. UMS sites will follow the same path as all other Metering Service Appointments.

For the avoidance of doubt, there is no requirement for the exchange of MTDs (or Reads) on UMS MPANs – the I/F Specifications will be updated to further reflect this optionality.

NOTE: Exchange of Customer & PSR Information
Following discussions in the working group sessions, it has been agreed that the exchange of Customer & PSR information, both following a Change of Service Provider event and in other circumstances (following update by the Supplier), will continue to be undertaken using D0302/D0225 D-Flows via DTN. This information should be exchanged (from the Supplier to the incoming Service Provider) following confirmation of an Appointment taking effect (i.e. receipt of PUB-036 from the Registration Service).

PUB-037; PUB-036; D149/D150/D268

Swimlane: Supplier (Outgoing / Incumbent)

- Step 150 — Process MS De-Appointment Notification
- Step 1002
- Step 1003 — Send D0151
- Step 755 — Mange Metering Service De-Appointment Notification

NOTE: Step 150 Applies to Change of Supplier only. This would be received by the existing/incumbent Supplier in the case of a Change of Service Provider (no Change of Supply).

BPM-001 – Change of Supply – Forward Migration

CoS: D0151; PUB-037

Swimlane: LDSO

- Step 145 — Process MS De-Appointment Notification
- Step 191 — Receive Trad/Adv MTDs
- Step 280 — MS Appointment Notification & MTD
- Step 281 — Manage MTD Discrepancies if required
- Step 282

Swimlane: EES

- Step 146 — Process MS De-Appointment Notification
- Step 283 — MS Appointment Notification & MTD
- Step 951 — Manage Customer Direct Contract Response

Swimlane: MS Customer Direct Contract (right)

- Step 910 — Notify Registration Service of Customer Direct Contract
- Step 900 — MS Agrees Direct Customer Contract
- Step 950 — Manage Customer Direct Contract Response

PUB-039 Accept / Reject; PUB-039 (Acceptance); IF-038

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