

Market Code Schedule 8

Code Subsidiary Document No. 0003

Provider of Last Resort

Version: 2.0

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## Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
1.0	14/05/2007	First Issue		
1.1	31/08/2007	Alignment with Market Code section 5.3.6		
1.1a	09/09/2009	Standardise layout of the first two pages		Pages 1 and 2
1.2	27/09/2010	POLR Process Removal of T031 Transaction	MCCP054 MCCP057	Section 3.1
1.3(b)	14/11/2011	POLR Process – Addition of Metered Building Water (T033.1)	MCCP081-CC	Section 3.1
1.4	1/03/2012	Opt out for POLR	MCCP099-CC	Section 2.1
2.0	2014-03-21	Meter Network Notifications	MCCP128	Section 3.1

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# 1. Purpose and Scope

This document describes the process that will be applied in the event that a Provider of Last Resort is appointed by the CMA under Section 5.3.6 of the Market Code.

This transfer will comprise two key procedures –

- i) an Allocation Process detailing how the Provider(s) of Last Resort shall be appointed and advised of the SPIDs allocated to it by the CMA; and
- ii) the process to Transfer the POLR Supply Points to the relevant Provider(s) of Last Resort.

## 2. Provider of Last Resort Allocation Process

### 2.1 Process Description

In the event that a Termination Notice is issued to a Licensed Provider, the CMA shall allocate POLR Supply Points in accordance with section 5.3.6(i) (c) of the Market Code.

## 3. Provider of Last Resort - Registration

### 3.1 Process Description

The POLR Supply Points shall be Transferred by the CMA to the relevant Providers of Last Resort as an amendment to the records held by the CMA.

The CMA will prepare a report setting out:

1. the relevant POLR Supply Points affected;
2. the relevant Provider(s) of Last Resort to be Registered to those SPIDs;
3. the Registration Start Date (being the Designated Time) for each Provider of Last Resort: and
4. the Designated Circumstances.

Prior to this Registration process the CMA will provide each Provider of Last Resort with confirmation of when the Registrations of the POLR Supply Points that have been transferred to it will be implemented. This will set out the Designated Time to be used by the CMA in Registration and the timeline for implementing the Transfer.

#### **Step a**

The CMA shall implement the Provider of Last Resort Registrations in the Supply Point Register in accordance with the timetable set out in the report above. The Designated Time will be the point at which the POLR Supply Points are registered.

#### **Step b (T008.1, T008.2)**

Following the Registration of the POLR Supply Points to a Provider of Last Resort, the CMA will notify the Provider of Last Resort of the Registration for each POLR Supply Point transferred to it, using Data Transaction T008.1 (Notify RSD) and Scottish Water, using Data Transaction T008.2 (Notify RSD).

#### **Step d (T019, T020)**

Following the notification in step b, the CMA will notify the Provider of Last Resort of the SPID Data for each POLR Supply Point transferred to it, using Data Transactions T019.0 (Notify all WS SPID Data) and/or T020.0 (Notify all SS SPID Data) as appropriate. In addition, the Data Transaction T004.1 (Notify Meter Details) will be sent.

The following Data Transactions will also be sent if the SPID Data is relevant to the POLR Supply Point:

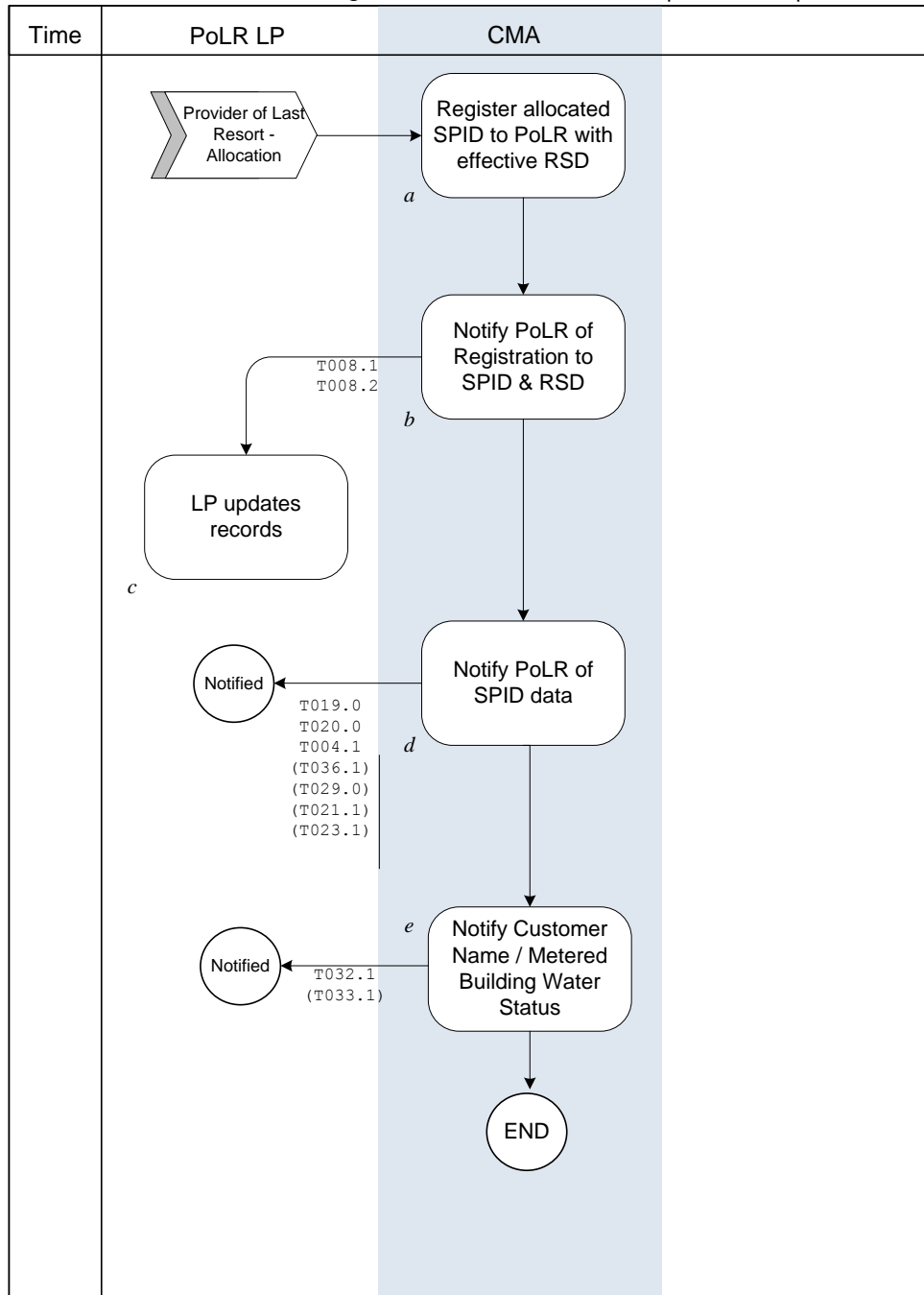
- T036.1 (Notify Meter Network Data) - sent for SPIDs with meter network arrangements.
- T029.0 (Notify SPID Special Arrangements) – sent for SPIDs with special arrangements - see CSD0301 (Data Transaction Catalogue) for details of the type of arrangements included in that Data Transaction.
- Trade Effluent Services - in the event that any SPID Data relating to Trade Effluent Services is applicable at the Supply Point, this will be notified in accordance with CSD0206 Trade Effluent Services:
  - T021.1 Notify DPID
  - T023.1 Notify Meter Association

**Step e (T032.1, T033.1)**

The CMA will notify the Provider of Last Resort of the Customer Name associated with the SPID using Data Transaction T032.1 (Customer Name Updated). The CMA will also notify the Provider of Last Resort of the Metered Building Water status associated with the SPID using Data Transaction T033.1 (Notify Metered Building Water).

### 3.2 Process Diagram

Provider of Last Resort – Registration Updated 27 September 2010

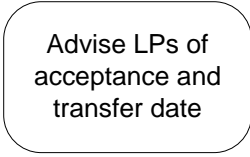
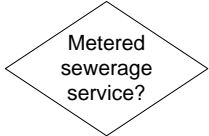
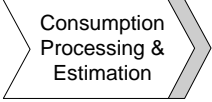
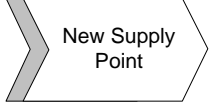


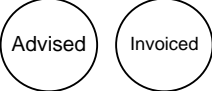




### 3.3 Interface and Timetable Requirements

step ID	Action/ Decision	Process Step	From	To	Time parameter	Comments	Mkt code Ref	Clause	(indicative) Data Txn ID
a	S	Allocate and Register POLRs to POLR Supply Points			As allocation decision	Designated Time to be used by the CMA in Registration and the timeline for implementing the Transfer	5.3.6	(i) (b)	CMA report
b	S	Notify POLR of Registration to SPID & RSD	CMA	LP					T008.1 T008.2
c	S	POLR updates records				The Allocation Process may determine certain actions at this point for an LP			
d	S	Notify POLR of SPID data	CMA	LP		Any Meter Network arrangement will be notified. Any non-standard arrangements will also be notified Any SPID Data for TE Services (See CSD0206) will also be notified			T019.0 T020.0T004.1 (T036.1) (T029.0) (T021.1) (T023.1)
e	S	Notify POLR of Customer Name and Metered Building Water status	CMA	LP					T032.1 (T033.1)

## Appendix 1 – Process Diagram Symbols

Symbol	Name	Details
	Step	An action step. It appears in the “swimlane” of the party responsible for performing the action.
	Decision	A decisive question rather than an action. Followed by Yes or No, or occasionally WS (Water Service) or SS (Sewerage Service) the process splits depending on the answer to the question in the decision diamond.
	To another process	A flow in, or input to, another documented process
	From another process	A flow in, or output from another documented process.
	To and from another process	Used where a process is embedded within another. At this point, go to the embedded process chart before returning to the one in which it is embedded.
	End	Used after a decision diamond, generally to mean “do nothing” as it is the end of the process.
	Advised/Invoiced	Used after a process step to show “passive” action on the part of a data flow receiver e.g. to represent “Advised” or “Invoiced”
<i>g</i>	Step/Decision reference	An alphabetic reference beside each step and decision. This reference appears on the table in each section to facilitate reading the table against the process flowcharts.
T052.2	Transaction reference	Reference to the data transaction occurring as an output from the step it appears next to.