

**Gemserv**

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Code Subsidiary Document  
CSD: 0102

Registration: Transfers

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## Change History

<b>Version Number</b>	<b>Status</b>	<b>Date of Issue</b>	<b>Reason For Change</b>	<b>Change Control Reference</b>
1.0	Final	10 May 2007	Following reviews and alignment with Baseline Market Code	
	Final	12 May 2007	Reissue incorporating S+W request (JH email 12/05) for revision to step b	
<b>1.0 Revision-marked</b>	<b>FINAL</b>	<b>10 August 07</b>	<b>Reissue for errata and clarifications</b>	
<b>1.1</b>	<b>FINAL</b>	<b>31 August 07</b>	<b>Updated version including new transactions</b>	

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# 1. Purpose and scope

The Supply Point Register enables Licensed Providers to record their responsibility for a Supply Point.

All Supply Points receiving any Water or Sewerage Services must be Registered to a Licensed Provider. When a Customer changes its Licensed Provider, this change in responsibility must be recorded in the Central Systems in accordance with this CSD. This process applies to both Water Services and Sewerage Services Licensed Providers, who will each submit a Transfer Registration Application in respect of the Supply Point associated with the relevant Service Category.

## 2. Transfer of Registration

### 2.1 Registration and Following Actions

#### 2.1.1 Process Description

The key responsibilities involved in the completion of a Transfer are outlined below:

- The Incoming Licensed Provider submits a Transfer Registration Application to the CMA. This triggers the Transfer process, which must be completed before responsibility for the relevant Supply Point(s) will be changed in the Central Systems;
- Where the CMA issues a Confirmation Notice Accepting the Transfer Registration Application, it will also notify the Outgoing Licensed Provider of their Registration End Date;
- The Incoming Licensed Provider is responsible for arranging the Initial Read for their Registration Start Date, which the CMA passes on to the Outgoing Licensed Provider
- The CMA assigns the Wholesale Charges for the Supply Point to the Incoming Licensed Provider with effect from their Registration Start Date and the Outgoing Provider's responsibility in this respect will cease on the Registration End Date.

In submitting a Transfer Registration Application, Licensed Providers should bear in mind that:

- Transfer Registration Applications can only be in respect of a future transfer date. If a past Registration Start Date is required, the process set out in CSD 0105 (Error Rectification & Retrospective Amendments) shall be followed.
- Following a Confirmation Notice Accepting the Incoming Licensed Provider's Registration in the Supply Point Register, this Registration may be Cancelled by the Outgoing Licensed Provider, in certain limited circumstances outlined in CSD 0104 (Cancel Registration).

## 2.1.2 Description of the Process Diagram steps

This Section should be read in conjunction with the Process Diagrams in Section 2.2 and the Interface and Timetable Requirements in Section 2.3. The 'step' and 'decision' references appear to the bottom left of each step or decision symbol in the Process Diagrams. References shown thus [T003.1] relate to the associated Data Transaction, as set out in the Data Transaction Catalogue.

### **Step a: Registration Application [T003.1]**

When a Licensed Provider acquires a new Customer in respect of the provision of Water Services or Sewerage Services, it will submit a Transfer Registration Application to the CMA, using Data Transaction T003.1 (Registration Application) in respect of the relevant Supply Point(s) related to those Services.

The Transfer Registration Application must be submitted within the Application Window.

### **Validation Checks**

The CMA will apply validation checks to the Transfer Registration Application in accordance with the Appendix 1 of this document.

Following this process, the Transfer Registration Application may be rejected or Accepted. The outcome will be stated in the Confirmation Notice issued to the Incoming Licensed Provider by the CMA.

### **Confirmation Notice [T009.0] - Registration Rejected**

In the event that the Transfer Registration Application fails the validation checks set out in Appendix 1, it will be rejected. The CMA will issue a Confirmation Notice via Data Transaction T009.0 (Error Notification) to the Licensed Provider within 1 Business Day of the Registration Application Date. The T009.0 will include a Data Item specifying an 'Error Code' to indicate why the Application has been rejected.

The Transfer in respect of that rejected Transfer Registration Application will terminate at this stage.

### **Step b1 & 2: Registration Accepted and Central Systems updated**

After a Transfer Registration Application has passed the validation checks (b1) in Appendix 1, the CMA will load the relevant data to the Central Systems with the Incoming Licensed Provider's identity and their Registration Start Date.

The Incoming Licensed Provider's Registration will take effect on the Registration Start Date providing that no Cancellation Request is received and accepted by the CMA in respect of that Transfer.

The Incoming Licensed Provider's Registration will come into effect in the Central Systems from 00:01 on its Registration Start Date and the Outgoing Licensed Provider's Registration will consequently cease at midnight on the Registration End Date.

**Steps c and d: Confirmation Notice and SPID Data sent to Incoming LP [T008.1]**

Within 1 Business Day of the Registration Application Date, the CMA will provide the Incoming Licensed Provider with a Confirmation Notice, using Data Transaction T008.1 (Notify RSD).

At the same time, the CMA will confirm the SPID Data as held in the Central Systems to the Incoming Licensed Provider. The relevant Data Transactions for these purposes are as follows:

- T019.0 (Notify all WS SPID Data) - sent for Water Services SPIDs only.
- T020.0 (Notify all SS SPID Data) - sent for Sewerage Services SPIDs only.
- T004.1 (Notify Meter Details) - repeated if multiple meters.
- T031.0 (Notify EWA)

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

- T018.0 (Meter Network Data) - sent for SPIDs with complex metering 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.

**Steps c and e: Outgoing Licensed Provider notified of Transfer Registration [T008.0]**

Within 1 Business Day of the Registration Application Date, the CMA will issue a notification to the Outgoing Licensed Provider that the Supply Point is to be Transferred, using Data Transaction T008.0 (Notify RSD). This notification will stipulate:

- (1) the Registration Start Date for the Transfer; and
- (2) that the Outgoing Licensed Provider's Registration will end on the Registration End Date.

## **Cancel Registration process**

### **Decision f and g: Cancellation**

The Market Code provides a Cancellation Window during which an Incoming Licensed Provider must submit a Cancellation Request (Section 5.6.1) and an Outgoing Licensed Provider may submit a Cancellation Request (Section 5.6.2). The process for Cancellation is set out in CSD 0103 (Registration: Cancellations), but this event is represented in this CSD to the extent that it terminates the Transfer.

In the event that:

- i. A cancellation IS received and accepted from either Licensed Provider during the Cancellation Window, the Registration for the Incoming Licensed Provider will be Cancelled and the Registration will be reinstated to the Outgoing Licensed Provider without interruption ; OR
- ii. A cancellation IS NOT received or is received but not accepted from either Licensed Provider during the Cancellation Window, the Transfer process will proceed to its conclusion.

### **Transfer of Registration continues - CMA receives Meter Read(s)**

The Incoming Licensed Provider must arrange for the submission of Transfer Read(s) to the CMA in accordance with CSD 0202 (Meter Read Submission: Process). The treatment of such Transfer Read(s) is detailed in CSD 0203 (Meter Read Submission: Validation).

### **Decision h: Unmeasurable Supply Points**

If the Transfer is related to a Supply Point that is Unmeasurable, then a Transfer Read will not be required. The CMA will calculate the end and start points for the allocation of Wholesale Charges in accordance with CSD 0204 (Volume Processing & Estimation) or CSD 0205 (Charge Calculation, Allocation & Aggregation) as appropriate.

### **Step i: Submit Meter Read [T005.1]**

#### **Water Services Supply Point which is Metered**

Where a Water Services Supply Point is Metered, the Incoming Licensed Provider will submit a Transfer Read to the CMA, using Data Transaction T005.1 (Meter Read), within +/-2 Business Days of its Registration Start Date.



### **Sewerage Services Supply Point which is Metered**

Subject to the following paragraph, the Incoming Licensed Provider must submit a Transfer Read to the CMA within +/-2 Business Days of its Registration Start Date.

**Sewerage Services Supply Point with a Related Water Supply Meter** - Section 5.9.1 of the Market Code provides for the co-operation of Licensed Providers in respect of the provision of Meter Reads. The Incoming Licensed Provider may request the Licensed Provider Registered to the Supply Point with the Related Water Supply Meter to obtain and submit the Transfer Read. The CMA will therefore accept submission of a Transfer Read from either the Licensed Provider Registered to the Sewerage Services Supply Point or the Licensed Provider Registered to the Supply Point with the Related Water Supply Meter. In either case, the Transfer Read should be submitted to the CMA within +/- 2 Business Days of the Registration Start Date of the Incoming Sewerage Services Licensed Provider.

**Sewerage Services Supply Point with Trade Effluent Services** - In the case of a Transfer of a Sewerage Services Supply Point in relation to which Trade Effluent Services are also provided, the Incoming Licensed Provider for that Supply Point shall be responsible for the Wholesale Charges in respect of those Trade Effluent Services with effect from its Registration Start Date and the CMA shall allocate such Wholesale Charges in accordance with CSD0206 (Trade Effluent Processes).

### **Step j: Outgoing Licensed Provider receives Transfer Read T005.2**

The CMA will notify the Outgoing Licensed Provider of the Transfer Read using Data Transaction T005.2 (Meter Read) in accordance with CSD0202 (Meter Read Submission: Process).

### **Transfers at Supply Points with special arrangements**

In specified circumstances, certain non-standard arrangements may be in place at a Supply Point which affect the calculation of Wholesale Charges (see CSD0205 (Charge Calculation, Allocation and Aggregation) for further details on these arrangements). In the case of a Transfer at a Supply Point affected by such non-standard arrangements, Wholesale Charges for that Supply Point will be allocated to the Incoming Licensed Provider with effect from its Registration Start Date. Consequently, the CMA shall not discontinue these arrangements on Transfer, unless otherwise notified – e.g. Scottish Water notify an end date for the particular arrangements at that Supply Point in accordance with CSD0104 (Maintain SPID Data).

The CMA shall notify the Incoming Licensed Provider of any non-standard arrangements using Data Transaction T029.0 (Notify SPID Special Arrangements) at the same time as it issues the Confirmation Notice (T008.1) (see steps c and d above)

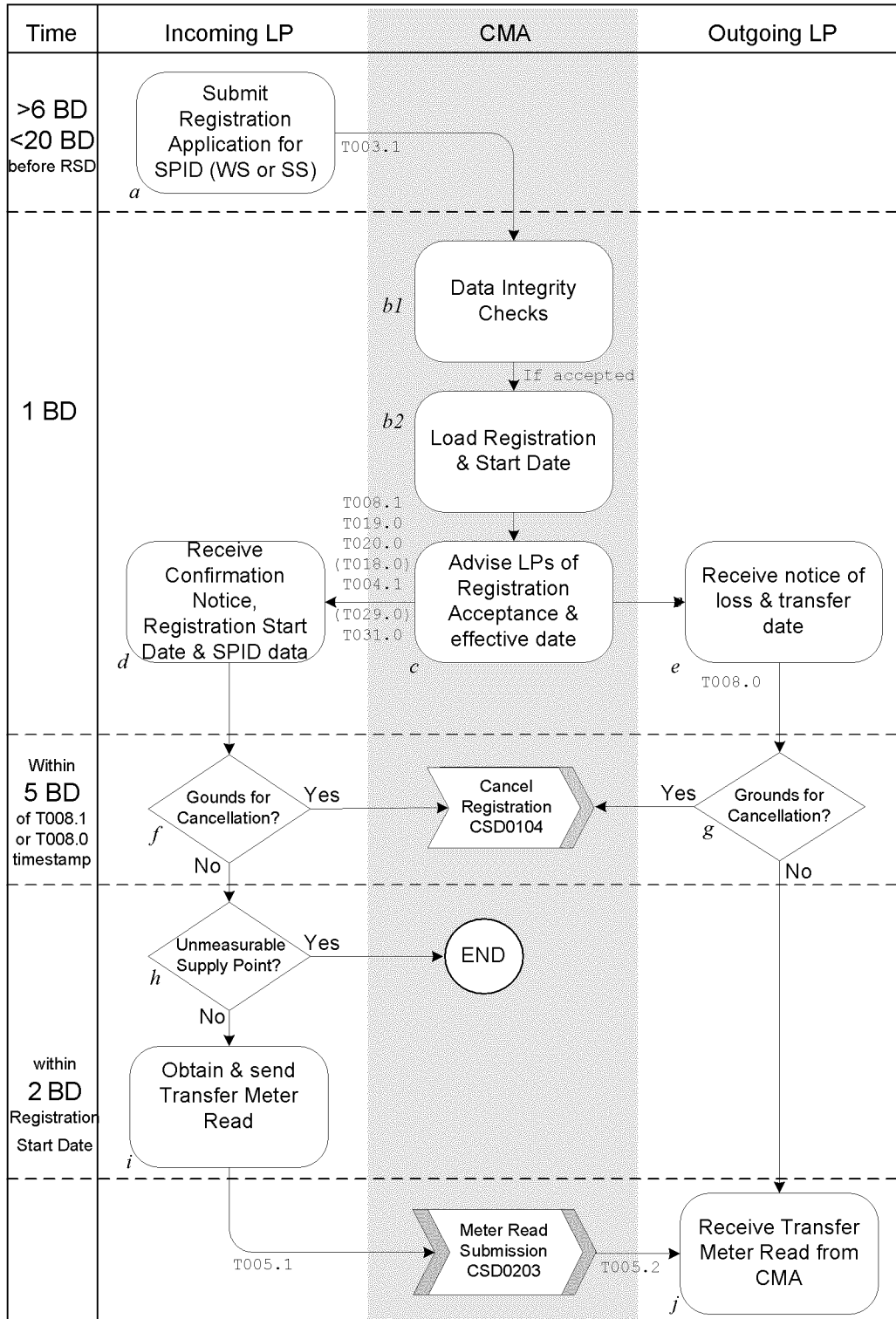
## 2.2 Process Diagrams

The Process Diagrams in this subsection consist of a consolidated view which shows either Water Services or Sewerage Services with decision diamonds splitting the process flow where appropriate.

## 2.2.1 Consolidated view – Sewerage Services & Water Services

### Transfer Registration

Updated 31 August 2007



## 2.3 Interface and Timetable Requirements

step ID	Action/ Decision Process	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
a	S	Submit Transfer Registration Application for Supply Point (WS or SS)	Incoming LP	CMA	<20 BD, >6BD before RSD	The Transfer Registration Application Date	5.3.1	i,ii	T003.1
b1	P	Data Integrity Checks	CMA	internal	Upon receipt of Transfer Application	See validation checks –Appendix 1			
b2	D	If Accepted, record Registration & RSD	CMA	Internal	Within 1BD of Transfer Registration Application Date		5.3.3	ii	
c	S	Confirmation Notice of Accepted Transfer & SPID Data	CMA	Incoming LP	Within 1BD of Transfer Registration Application Date	Registration Confirmation Date and SPID data as applicable The EWA will be notified. Any Complex Site arrangement will be notified. Any SPID Data for TE Services (See CSD0206) will also be notified Any non-standard arrangements will also be notified	5.3.2	lv (a)	T008.1 T019.0 T020.0 T018.0 T004.1 T029.0 T031.0
c	S	Notice of Transfer & RED	CMA	Outgoing LP	Within 1BD of Registration Application Date	The day preceding the Registration Start Date of an Incoming Licensed Provider	5.3.3	i	T008.0
d	S	Receive Confirmation Notice, RSD & SPID data	CMA	Incoming LP					
e	S	Receive notice of loss & RED	CMA	Outgoing LP					T008.0
f	D	Grounds for Cancellation?	Incoming LP	internal	Within Cancellation Window – (5BD of notice)	see CSD 0103 (Registration: Cancellations)	5.6.1		

step ID	Action/ Decision Process	Process Step	From	To	Time parameter	comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
g	D	Grounds for Cancellation?	Outgoing LP	internal	Within objection window	see CSD 0103 (Registration: Cancellations)	5.6.2	i	Refer CSD0103
-	P	(go to) Cancel Registration process	CMA	internal	within 1 BD of Cancellation	If Cancellation received, Reinstate Outgoing LP – see CSD 0103 (Registration: Cancellations)			
h	S	Unmeasurable Supply Point?	CMA	internal	At RSD	Calculate Settlement End & Start points. See CSD 0204 (Volume Processing & Estimation)	5.3.4.	iii	
i	S	If Metered obtain Transfer Read	Incoming LP/LP at SPID with Related Water Supply Meter	CMA	Within +/- 2 BD of RSD	Incoming LP arranges the submission of Transfer Read(s)	5.3.4	i	T005.1
j	S	Receive Transfer Read from CMA	CMA	Outgoing LP	Within 1 BD of Read Validation	see CSD 0202 (Meter Read Submission: Process) and CSD 0203 (Meter Read Submission: Validation)	5.3.4	ii	T005.2

# Appendix 1 – Validation Checks

## Introduction

Under Section 5.3.2 of the Market Code, the CMA is required to undertake certain validation checks in respect of each Transfer Registration Application. If a Transfer Registration Application fails to comply with one or more of these checks, it will be rejected.

Accordingly, these validation checks should be considered by Licensed Providers prior to sending a Transfer Registration Application and in evaluating potential remedies in the event of a Confirmation Notice which rejects the Transfer Registration Application.

## Description of the Checks

The validation checks to be applied by the CMA are as follows:

- Check (a): The Incoming Licensed Provider must:
- (1) hold a Water Services Licence or a Sewerage Services Licence as appropriate in respect of the Service Category to which the Transfer Registration Application relates; and
  - (2) be in compliance with Section 5.2.2 of the Market Code.
- Check (b): A Transfer Registration Application received whilst another Transfer is pending will be rejected. Any future Transfer Registration Applications will not be Accepted until the next Business Day following the Registration Start Date specified in the first Transfer Registration Application;
- Check (c): The Registration Start Date specified in the Transfer Registration Application must:
- (i) be a true date;
  - (ii) be on or later than the Go Live Date;
  - (iii) be in the future;
  - (iv) fall within the Application Window; and
  - (v) be later than any pending Registration Start Date for the relevant Supply Point;
- Check (d): A Transfer Registration Application by a Licensed Provider will not be

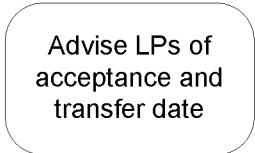

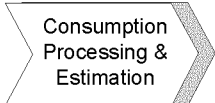


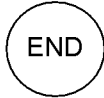
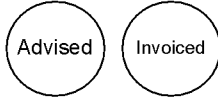
accepted where the Licensed Provider is already (or due to become) the Licensed Provider Registered in respect of the relevant Supply Point;

Check (e): In the event that any limit on the frequency and/or number of Transfers is in force under the Market Code, and such limit has been reached in relation to the relevant Supply Point, no further Transfer Registration Applications will be allowed; and

Check (f): All data contained within the Transfer Registration Application must be complete, valid and from an authenticated source recognised by the Central Systems.



## Appendix 2 – 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 Water Services (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”
5.3.1 (i)	Market Code reference	Reference to the appropriate clause in the Market Code.
OC 11/3	Ops Code reference	Reference to the Ops Code process and step number.
<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.
T005.2	Transaction reference	Reference to the data transaction occurring as an output from the step it appears next to.