

Customer Transfer Process Guidance

1. Introduction

This guidance note provides some clarity on the recent changes to the Transfer Process introduced as part of an Approved Change (MCCP259) in September 2021.

The changes fall into 2 broad categories, both of which seek to better enable LPs to manage SPID transfers and cancellations more efficiently:

- Minor changes to the existing arrangements and
- Design changes to the structure and content of transfer related transactions and other forms of formal messaging.

The additional detail provided below should hopefully provide some clarity to assist you through the process.

2. Minor Changes

Cancellation Codes (in T010.0 and/or T010.1 txns – Cancel Registration)

Cancellation Codes to be used in T010.0 and/or T010.1 transactions have been updated. The current codes are noted below:

“P” Disconnection Requested (submitted by the Outgoing LP)

This code should be used when a disconnection (either temporary or permanent) has been requested to the Wholesaler for the SPID in question.

“UN” Unauthorised Transfer (submitted by the Outgoing LP)

This code should be used when the outgoing LP is advised that the customer DID NOT authorize the transfer.

“UW” Unauthorised Transfer (submitted by the Outgoing LP)

This code should be used when the outgoing LP is advised by the customer that they no longer wish to transfer and would like to remain with their existing LP.

“E” Erroneous Transfer (submitted by the Incoming LP)

This code replaces the previous codes “S” (SPID error) and “N” (No Contract) and should be used where the SPID has been transferred in error.

“PL” POLR Process (no T010 is required here)

This code is used by the system when the incoming LP is subject to a POLR process.

“D” Outstanding Debt (submitted by the Outgoing LP)

This code should be used where there is Outstanding Debt on the account. For reference, the Outstanding Debt shall not have been paid within 90 days of the due date or within 90 days of the date of transmission of the invoice (whichever is the latter). The Outstanding Debt must have been demanded in writing by the LP after the original due date setting a new date for payment which must not be less than 5 business days after receipt of the written demand. The

GN011

debt must remain outstanding by the new due date and the LP must not be in receipt of a dispute from the Customer.

“C” Contract in Term (Outgoing LP)

This code should be used where a customer will still be in contract when the transfer is due to complete.

“F” Self Supply (Outgoing or Incoming LP)

This code should be used by either the outgoing or incoming LP where the SPID in question is a self supply.

Additional Requirements for Outgoing LPs (T010.1 txns.)

“C” Contract in Term

The comments field should confirm that either the incorrect termination notice or incorrect RSD was provided.

3. Design Changes

Customer Contact for Cancellations (T010.1 txns – Cancel Registration)

A new data item (D2051 Customer Contact Identifier) has been added to the T010.1 which requires the Outgoing LP to confirm they have written to the Customer before seeking to cancel a transfer. This must be set to True or the cancellation request by the Outgoing LP will be rejected with a suitable error code. Evidence of this customer contact must be retained by the outgoing LP.

Transfer Reason Codes (T003.1 txns – Registration Application)

These changes see the introduction of transfer reason codes, along with additional information which may be required in the comments field (both highlighted in figure 1 below).

The screenshot shows the CentralMarketAgency web application interface. On the left is a navigation menu with items like Home, Reports, SPID Search, Dashboards, Submit Transaction, Additional Services, Administration, and Help. The main content area displays a registration application form. The form has three main sections: 'Transaction Type' (with a dropdown for 'T003.1 Registration Application' and radio buttons for 'Home Page', 'Dashboard Page', and 'Submit Another'), 'Required Information' (with 'SPID' and 'Registration Start Date' fields, and a 'Transfer Reason Code' field with radio buttons for 'Commercial Requirement', 'New Customer', and 'Regulatory Requirement'), and 'Detailed Information' (with 'Prospective Customer' and 'Prospective Customer Occupancy Date' fields, and a 'Comments' field). The 'Transfer Reason Code' field and the 'Comments' field are highlighted with a blue border. A red 'Clear' button is at the bottom right.

There are three transfer reason codes:

- CR (Commercial Requirement). This should be used for transferring an existing customer in the premise to a new LP, and will (most likely) be the most common transfer reason code. The

GN011

comments field must be completed and should identify one of the following commercial arrangements:

- New Written Contract
- New Tender Based Contract
- Agreement with Outgoing LP
- RR (Regulatory Requirement). The comments field must be completed and should identify a reference for any relevant Directive etc issued by the WICS.
- NC (New Customer). The comments field is optional, but the Prospective Customer and the Prospective Customer Occupancy Date must be provided. **Please note that NC only applies where there is a new customer at the premise, not that they are a new customer of the incoming LP.**
 - Where it is found that the new customer is not a genuine new customer, the outgoing LP may reject the transfer.

Erroneous Transfer RA

Where an LP is looking to cancel a transfer after a customer has switched away, they should use a Retrospective Amendment with appropriate validation code to confirm the erroneous nature of the transfer and the agreement of both Incoming and Outgoing LPs. Only the current LP at the time of the request can submit this RA (this will have been the Incoming LP), however both parties must agree to the erroneous transfer. The RA cannot pre-date the introduction of the process (24th September 2021).

The data that must be submitted for the RA is as follows:

- Outgoing LPID (details can be found in Section 4)
- Incoming LPID (details can be found in Section 4)
- SPID Number
- Registration Start Date as noted in the original T003.1 (Registration Application)
- Transfer Reason Code used in the original T003.1 (Registration Application)
- Cancellation Code, which should be one of the following:
 - E – Erroneous Transfer
 - UN – Customer did not consent to the Transfer
 - NN – No new customer registered at the premise.

Erroneous Transfer RA - Validation

The RSD must exist and must relate to the SPID and LPs identified, with the correct Transfer Reason Code included. A Cancellation Code from the above list (E, UN or NN) must be provided. Additionally, the RA Customer Contact Identifier must be set to True, to confirm that the Customer has been contacted and that both LPs agree with the cancellation.

If an Erroneous Transfer RA is submitted with a Cancellation Code of NN, validation will check whether a Customer Name update has been made that matches the Prospective Customer (and Occupancy Date) submitted with the Registration Application. If there is no match, the cancellation will be upheld.

Such an RA will need to be consistent with timing obligations for Customer Name updates (i.e., 2 BDs must be allowed for any such update to have been provided). If valid, the transfer will be cancelled.

GN011

4. List of LP Org ID's

ADSM	Advanced Demand Side Management Ltd
AWB	Anglian Water Business
BBW	Blue Business Water Ltd
BSL	Brightwater Services Ltd
CASTLE	Castle Water Ltd
CBW	Clear Business Water Limited
CWS	Commercial Water Solutions Ltd
EGWL	Earls Gate Water Ltd
EVER	Everflow Ltd
IBW	Intelligent Business Water Ltd
KELDA	Kelda Water Services (Retail) Limited
LETT	Lettermay Ltd
PENN	Pennon Water Services Limited
Pure	Pure (CGV) Ltd
REAL	Real Water (Edinburgh) Limited
RWL	Regent Water Ltd
SESW	Sutton and East Surrey Water Services Ltd.
SFB	Source For Business Ltd
SMARTA	Smarta Water Limited
SWBS	Scottish Water Business Stream
Thames	Thames Water Commercial Services Limited
TWRC	The Water Retail Company Ltd
VWP	Veolia Water Projects Limited
W2B	Water 2 Business Limited
WPL	Water Plus Ltd
WSL	Waterscan Limited