

Guidance Note – Underpin (NHH)

Introduction

The Code and the Subsidiary Documents provide the processes that should be followed for the exchange of data and instructions during Change of Supplier (CoS) and Change of Agent (Data Collector (DC), Data Aggregator (DA) and Meter Operator (NHHMOA)).

However, in some instances, information is not transferred in accordance with these processes. Whilst all possible actions should be undertaken, including root cause analysis and escalating and correcting failures, in some situations a Metering System ID (MSID) will end up in a state where a Default EAC will be used, or the new agent will be unable to process subsequent readings and replace the existing EAC with further AA values, or Suppliers will not receive the D0086 flows that they need in order to issue closing and opening bills.

This guidance note seeks to provide examples to Non Half Hourly Suppliers and their Agents of alternative sources of key data items **if the BSCP-prescribed route has failed and is no longer available** during the Change of Agent (Concurrent / Not Concurrent with Change of Supplier) process. The defined data senders/recipients of all flows can be found in the Balancing and Settlement Code Procedures (BSCPs) and the Data Transfer Catalogue (DTC).

Where possible, it is preferable that Underpin procedures go via the Supplier, and where appropriate the Supplier should consider informing the other members of the Supplier Hub that Underpin is being utilised.

Any such workaround must be used only in agreed situations, and must be strictly controlled:

- Any Party and/or Party Agent utilising such workarounds should keep clear, auditable records of all activities undertaken.
- The outgoing Agent and/or Supplier remains obliged to complete all of its duties as mandated in the Code and Code Subsidiary Documents.
- As per Section J of the Code, a Supplier remains ultimately responsible for the failings of its associated Agent(s), as well as for ensuring that its Agents have the information they need.

CHANGE OF NHHMOA (NO CHANGE OF METERING SYSTEM OR CHANGE OF SUPPLIER)

BSCP REFERENCE	FLOW FROM/TO	OBLIGATION	UNDERPIN?
BSCP 514 6.2.1 And BSCP 504 3.2.4.1	D0148 (Notification of Change to Other Parties), D0302 (Notification of Customer Details) From: Supplier To: New NHHMOA/NHHDC	Send notification of NHHMOA appointment/de-appointment	The new NHHMOA/NHHDC should manually request that the Supplier sends the data flows. The old Agent should also hold this data.
BSCP 514 6.2.1.8	D0149 "Notification of Mapping Details" / D0150 "NHH Meter Technical Details" From: Old NHHMOA To: New NHHMOA	Send MTD	The new NHHMOA should manually request that the Supplier ¹ sends the data flows. The Supplier would have to agree a method of transferring the data to the new NHHMOA within the Supplier Hub The Supplier should have MTD as received in the old Agent's appointment process (see BSCP514 6.2.1.9).
BSCP 514 6.2.1.9 And BSCP 504 3.2.4.2	D0149 "Notification of Mapping Details" / D0150 "NHH Meter Technical Details" From: New NHHMOA To: Supplier/NHHDC/LDSO	Send MTD	The NHHDC/LDSO should notify the Supplier if data is not received, so that the Supplier can co-ordinate the Hub's underpin activities. If the Supplier ¹ holds the current D0149/D0150 it may provide this information to the NHHDC/LDSO outside the DTN.

NEW CONNECTION

¹ D0149/D0150 is not reissued on Change of Energisation Status, so the Supplier must ensure any notification of a change to the Energisation Status they have received since the last D0149/D0150 is communicated to the Agents.

BSCP REFERENCE	FLOW FROM/TO	OBLIGATION	UNDERPIN?
BSCP 514 6.2.2.10	D0149 "Notification of Mapping Details" / D0150 "NHH Meter Technical Details" From: NHHMOA To: Supplier/NHHDC/LDSO	Send change of Energisation Status and MTD	The Supplier/NHHDC and should send a D0170 to request that the NHHMOA sends the data flows. The NHHDC/LDSO can notify the Supplier, and request to obtain and send the information. The Supplier would provide this information to the NHHDC/LDSO outside the DTN.
BSCP 514 6.2.2.10	D0010 "Meter Readings" From: NHHMOA To: NHHDC	Send Initial Meter Register Reading	The NHHDC can escalate via the Supplier, but only the NHHMOA holds the information.
BSCP 504 3.2.1.	D0052 "Affirmation of Metering System Settlement Details" / D0148 "Notification of Change to Other Parties" / D0149 "Notification of Mapping Details" / D0150 Non Half-Hourly Meter Technical Details" / D0155 "Notification of MO or DC Appointment and Terms" / D0302 "Notification of Customer Details" From: Supplier To: NHHDC	Supplier sends notification of appointment and associated Agent and SVA MS details, including initial (class average) EAC, to the NHHDC. Following installation, NHHMOA sends NHH Metered Data, including MTD and initial Meter register reading where appropriate, to NHHDC, using D0010, D0149, D0150	The NHHDC should escalate via the Supplier. The Supplier can send a D0170 to request MTD, and its hub relationship to request other flows.

CHANGE OF NHHDC FOR AN EXISTING METERING SYSTEM

BSCP REFERENCE	FLOW FROM/TO	OBLIGATION	UNDERPIN?
BSCP 514	D0149 "Notification of	Send MTD	The NHHDC should send a

6.2.3.2 BSCP 504 3.2.3.9 – 3.2.3.10	Mapping Details” / D0150 “NHH Meter Technical Details” From: NHHMOA To: New NHHDC		D0170 to request that the NHHMOA sends the data flows. The NHHDC can notify the Supplier ¹ , to send the information. The Supplier would provide this information to the NHHDC outside the DTN.
BSCP 504 3.2.3.6	D0010 “Meter Readings” / D0152 “Metering System EAC/AA Historical Data” From: Old NHHDC To: New NHHDC	Send Meter Register reading and associated AA/EAC history	The NHHDC should send a D0170 to request that the Supplier sends the data flows (see 3.2.3.7, and footnotes). The Supplier can provide the data either directly or via old NHHDC Note: The DTC does not support the Supplier sending a D0152, however a D0052 is an appropriate substitute in this circumstance.

CHANGE OF SUPPLIER FOR AN EXISTING SVA METERING SYSTEM

The relationship in this scenario is between the two Suppliers, so all data requests should go through the New Supplier.

CONCURRENT CHANGE OF SUPPLIER AND NHHMOA (NO CHANGE TO METERING SYSTEM)

BSCP REFERENCE	FLOW FROM/TO	OBLIGATION	UNDERPIN?
BSCP 514 6.2.4.6	D0148 “Notification of Change to Other Parties”, D0302 “Notification of Customer Details” From: New Supplier To: New NHHMOA/NHHDC	Send notification of NHHDC and current NHHMOA	The new NHHMOA should request that the data flows from the New Supplier. The new Supplier can contact the old Supplier outside of the DTN and request the information from the old Supplier Hub.
BSCP 514 6.2.4.8	D0149 “Notification of Mapping Details” /	Send MTD	The new NHHMOA should request the data flows

	<p>D0150 "NHH Meter Technical Details"</p> <p>From: Current NHHMOA To: New NHHMOA</p>		<p>from the New Supplier. The new Supplier can contact the old Supplier outside of the DTN and request the information from the old Supplier Hub.</p>
<p>BSCP 514 6.2.4.9</p>	<p>D0149 "Notification of Mapping Details" / D0150 "NHH Meter Technical Details"</p> <p>From: New NHHMOA To: New Supplier/NHHDC/LDSO</p>	<p>Send MTD</p>	<p>The Supplier/NHHDC and should send a D0170 to request that the new NHHMOA sends the data flows. The NHHDC/LDSO can notify the Supplier, to obtain and send the information. The Supplier would provide this information to the NHHDC/LDSO outside the DTN.</p>