



MHHSP – Business Process Map – Version History

MHHSP-BPM-003 – Change of Service – Data Service – Forward Migration

Version	Description	Author	Date
0.1	Draft Forward Migration Change of Service – Data Service Process for industry consultation	MHHS Programme – Migration Design Team	13/02/2023
0.2	Updated Forward Migration Change of Service – Data Service Process following industry consultation	MHHS Programme – Migration Design Team	15/03/2023
0.3	Updated Forward Migration Change of Service – Data Service Process following Assurance meeting	MHHS Programme – Migration Design Team	24/03/2023
1.0	Baselined Forward Migration Change of Service – Data Service Process following approval at DAG	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-281, MHHS-DIN-369	MHHS Programme – SI Design Team	29/06/2023

Cover Note

This document displays the Forward Migration Change of Service Provider – Data Service process. It has been based on the MHHS BAU Change of Service – Data 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 BPD003 – Change of Service – Data Service (Forward Migration)) which provides more detail on each of the steps and the steps that have been removed.



MHHS PROGRAMME MHSP – Business Process - Key

Industry-led, Elexon facilitated

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

Colour Code	Description
	New step, required for migration only.
	BAU step not required for Migration

Business Process Description
This BPM diagram describes the Forward Migration 'Change of Data 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 Data Service (SDS, ADS, UMSDS)
Metering Service (MSS, MSA, UMSO)
Existing Data Service (SDS, ADS, UMSDS)
Supplier (Outgoing)
LDSO
EES

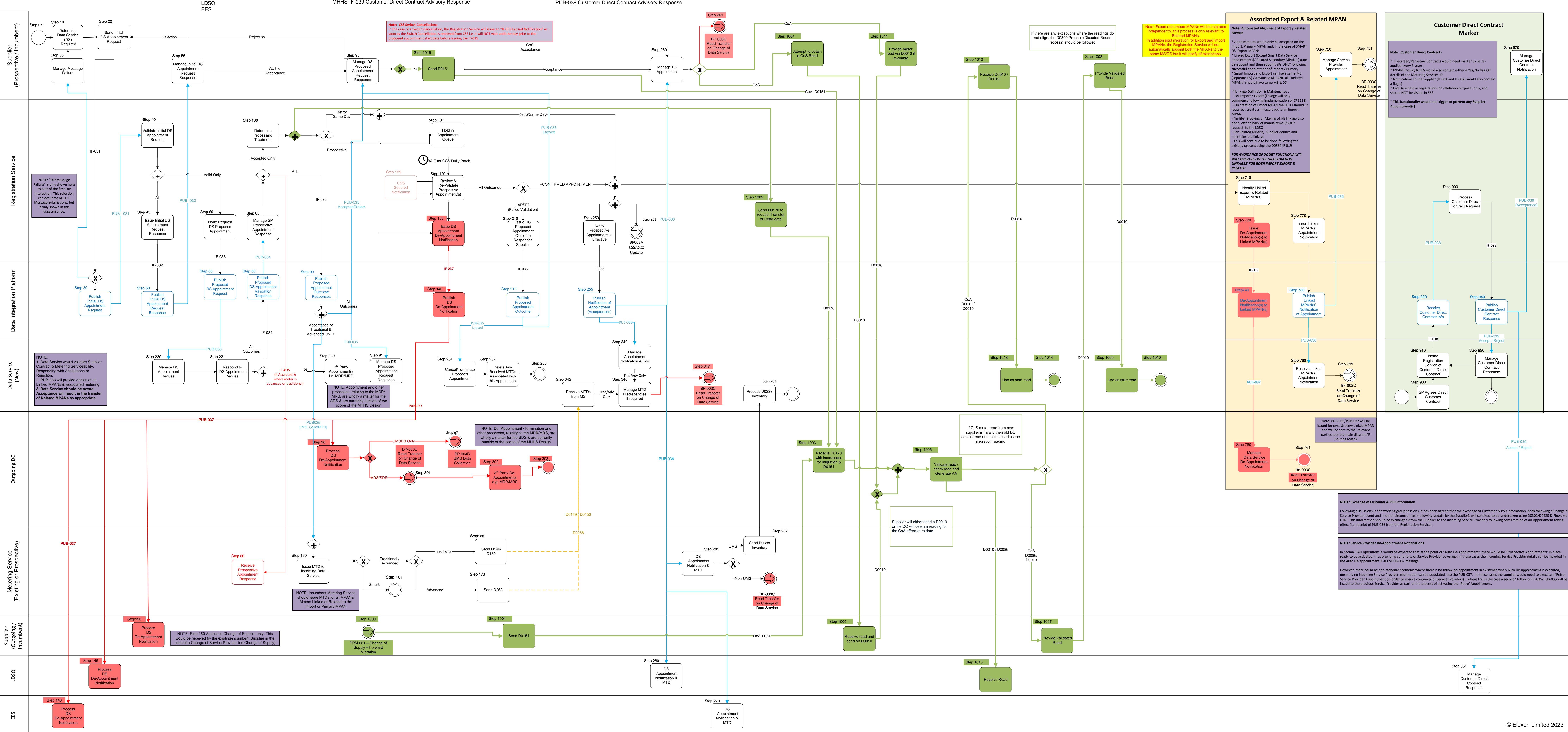
MHHS Interfaces
MHHS-IF-031 Supplier Service Appointment Request
MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request
MHHS-IF-033 Registration Service Request for Service Appointment
MHHS-IF-034 Service Provider Response to Appointment Request
MHHS-IF-035 Registration Service Appointment Status 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
MHHS-BP003A - CSS/DCC Update
MHHS-BPM-002 - Change of Service – Metering Service (Migration)

BPM Entry
MHHS-BP001-Change of Supply
MHHS-BP007-Disconnection
MHHS-BP011-Change of Market Segment
MHHS-BPM-002-Change of Service – Metering Service (Migration)

Exit BPM
MHHS-BP-003C-Read Transfer on Change of Data Service
MHHS-BP-004B UMS Data Collection



MHSP-BPM-003 – Change of Service – Data Service – Forward Migration v1.1

HH Advanced Meters

Business Process Description
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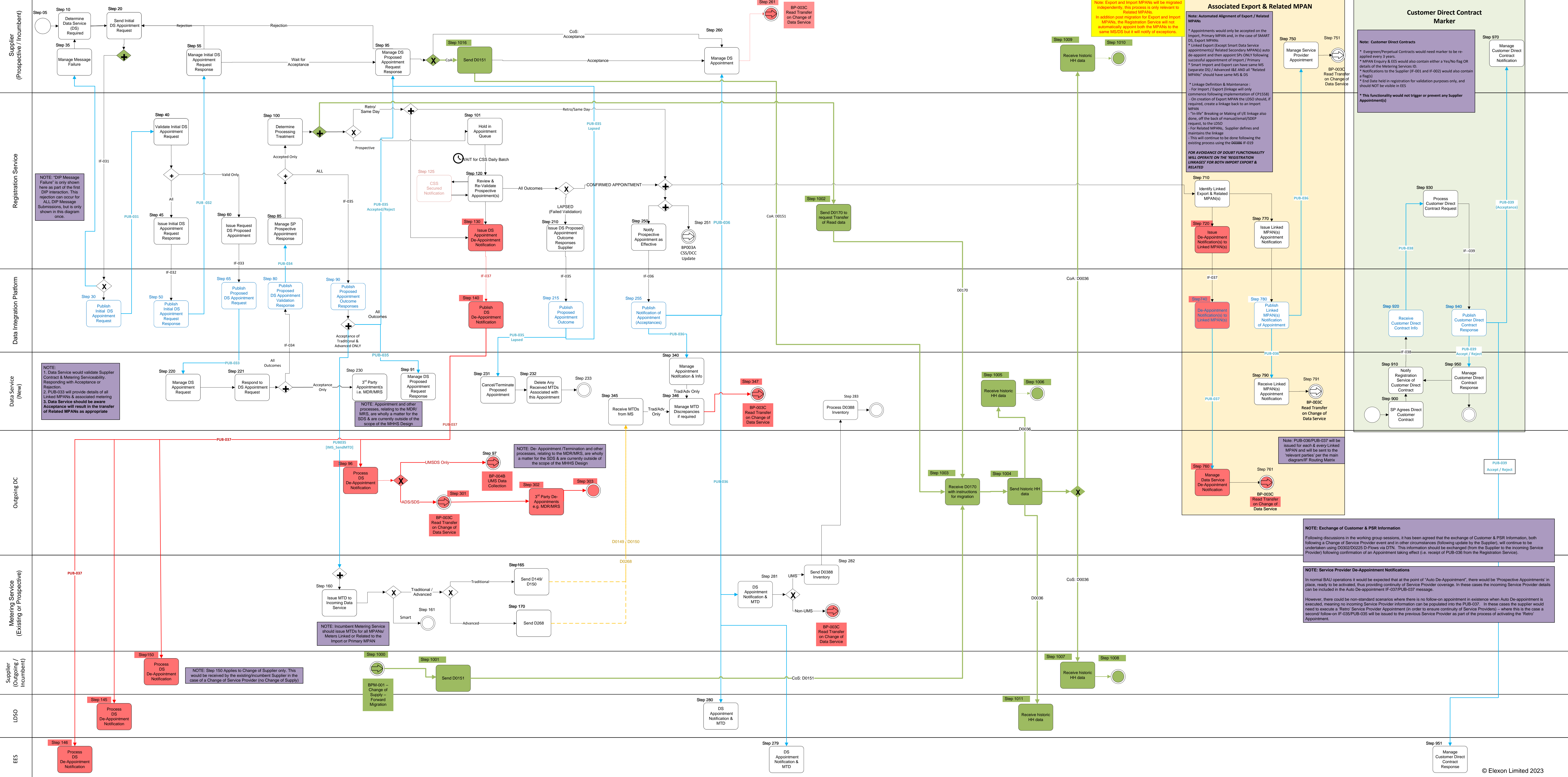
MHHS Interfaces
MHHS-IF-031 Supplier Service Appointment Request
MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request
MHHS-IF-033 Registration Service Request for Service Appointment
MHHS-IF-034 Service Provider Response to Appointment Request
MHHS-IF-035 Registration Service Appointment Status 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
MHHS-BP003A- CSS/DCC Update
MHHS-BPM-001- Change of Supply (Migration)

BPM Entry
MHHS-BP001-Change of Supply
MHHS-BP007-Disconnection
MHHS-BP011-Change of Market Segment
MHHS-BPM-001- Change of Supply (Migration)

Exit BPM
MHHS-BP003C-Transfer of Reads
MHHS-BP004B – UMS Data Collection
MHHS-BP003A- CSS/DCC Update



MHSP-BPM-003 – Change of Service – Data Service – Forward Migration v1.1 NHH Advanced Meters

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

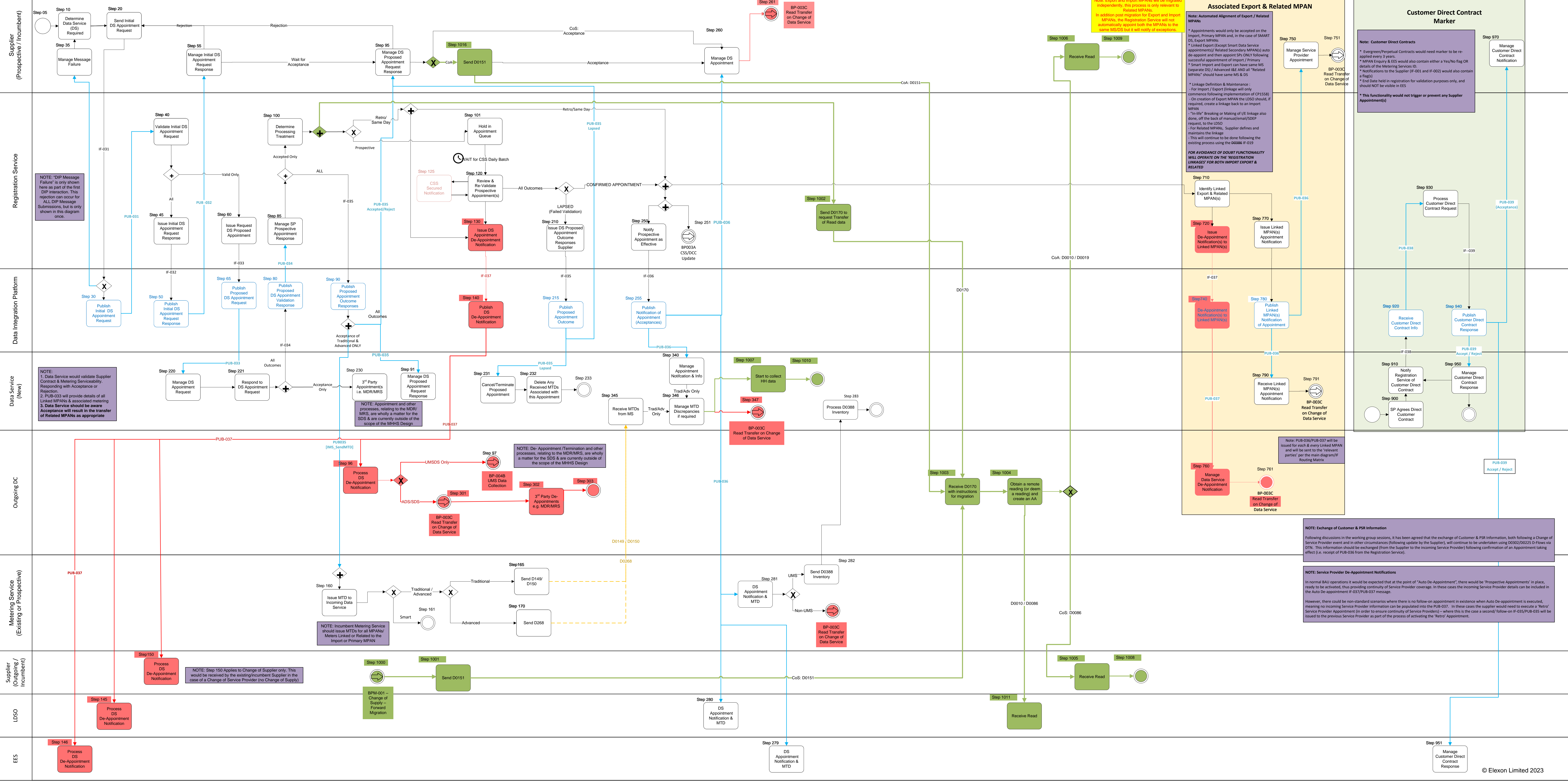
MHHS Interfaces MHHS-IF-031 Supplier Service Appointment Request MHHS-IF-032 Reg. Serv. Response to Supplier Service App Request MHHS-IF-033 Registration Service Request for Service Appointment MHHS-IF-034 Service Provider Response to Appointment Request MHHS-IF-035 Registration Service Appointment Status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

BPM included as part of the process MHHS-BP003A - CSS/DCC Update MHHS-BPM-001- Change of Supply (Migration)

BPM Entry MHHS-BP001-Change of Supply MHHS-BP007-Disconnection MHHS-BP011-Change of Market Segment MHHS-BPM-001- Change of Supply (Migration)

Exit BPM MHHS-BP003C-Transfer of Reads MHHS-BP004B - UMS Data Collection MHHS-BP003A- CSS/DCC Update



Associated Export & Related MPAN
NOTE: Automated Alignment of Export / Related MPANs
* Appointments would only be accepted on the Import, Primary MPAN and, in the case of SMART DS, Export MPANs.
* Linked Export (Except Smart Data Service appointments/ Related Secondary MPANs) auto de-appoint and then appoint SPs ONLY following successful appointment of Import / Primary MPAN.
* Smart Import and Export can 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 C15158)
- On creation of Export MPAN the LDSO should, if required, create a linkage back to an Import MPAN.
- "In-Use" Breaking or Making of Linkage also done, off the back of manual/email/SDEP request, to 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.

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).

NOTE: 1. Data 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. Data Service should be aware Acceptance will result in the transfer of Related MPANs as appropriate.

NOTE: Appointment and other processes, relating to the MDR/MRS, are wholly a matter for the SDS & are currently outside of the scope of the MHHS Design.

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: 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).

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 "Retiro" Service Provider Appointment (in order to ensure continuity of Service Provider) - where this is the case a second follow-on IF-037/PUB-037 will be issued to the previous Service Provider as part of the process of activating the "Retiro" Appointment.

MHSP-BPM-003 – Change of Service – Data Service – Forward Migration v1.0

NHH Smart Meters

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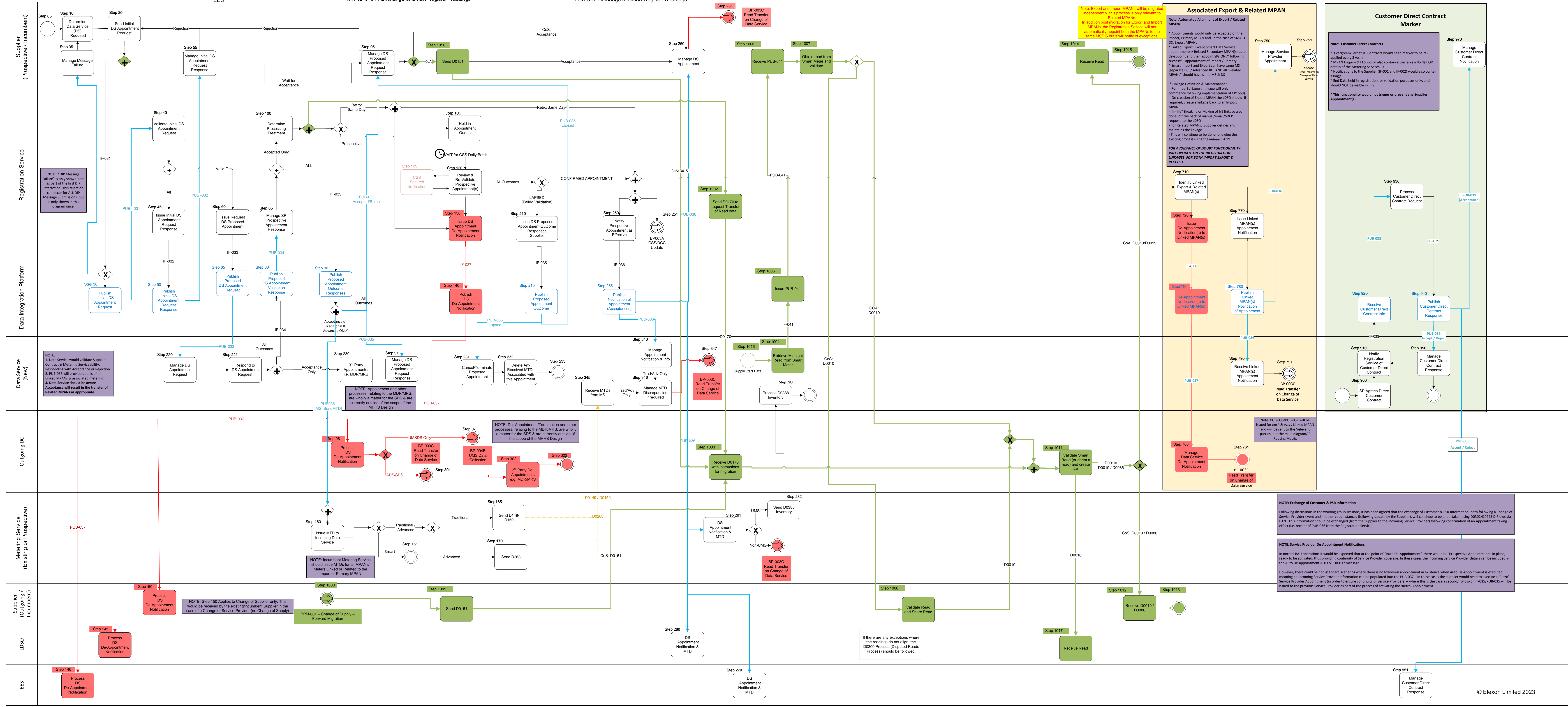
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MHHS-IF-035 Registration Service Appointment Status Notification
MHHS-IF-036 Reg. Serv. Notification of Service App. & Supporting Info
MHHS-IF-038 Customer Direct Contract Advisory
MHHS-IF-039 Customer Direct Contract Advisory Response
MHHS-IF-041 Exchange of Smart Register Readings

Publication List
PUB-021 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
PUB-041 Exchange of Smart Register Readings

BPM included as part of the process
MHHS-BP003A- CSS/DCC Update
MHHS-BPM-001- Change of Supply (Migration)

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

Exit BPM
MHHS-BP003C-Transfer of Reads
MHHS-BP004B – UMS Data Collection



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/D0025 D-Flows via DTK. 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).

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 Provider) - 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.