

**Retail Gas Metering Arrangements (RGMA)  
RGMA Processes & Data**

**Supply Point Administration Agreement**

**Version:** 6.1

**Status:**

Domestic Suppliers	Mandatory
I&C Suppliers	Mandatory
Large Transporters	Mandatory
Small Transporters	Mandatory
Meter Asset Managers	Mandatory

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6.0	Issued	29 June 2017	Added CP 16/361 ‘Introduction of an updated RGMA Baseline document’
6.1	Issued	29 June 2018	Added CP 17/405 ‘RGMA Baseline Document Amendments v1.0’ CP 17/418 ‘Amending References to CDSP to reflect CDSP Arrangements’

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## **1. INTRODUCTION**

### **1.1. Background**

- 1.1.1. The Retail Gas Metering Arrangements (RGMA) Baseline allows communication of instructions, responses and information between Market Participants involved in the provision, installation, registration, operation and maintenance of metering Assets in the regulated retail gas market.

### **1.2. Purpose**

- 1.2.1. The RGMA Baseline facilitates competition and interoperability by enabling Market Participants to communicate effectively in the metering market place. This document defines the standards for electronic file formats to be used between Market Participants for metering related interfaces.

### **1.3. Scope**

- 1.3.1. The scope of this document is limited to defining the Data Items, file structures and process maps for the processes required to facilitate competition by providing interoperability to enable Market Participants to communicate effectively.

### **1.4. General**

- 1.4.1. The RGMA Baseline should be used as the default for Meter Asset Manager (MAM), Supplier and Meter Asset Provider (MAP) communications, unless there is a bilateral commercial arrangement in place to communicate using an alternate approach. This document should be used in conjunction with the Online RGMA Data Flow Catalogue, which provides an electronic version of the definitions of the Data Items and file structures that are contained within the RGMA Baseline. The RGMA Data Flow Catalogue can be located on the SPAA website.
- 1.4.2. The RGMA Baseline should be read in conjunction with the Code of Practice for Gas Meter Asset Managers (MAMCoP), which sets out the duties of a MAM, and SPAA Schedule 22, which sets out the obligations of SPAA Parties in respect of the RGMA Baseline. The RGMA Baseline shall take precedence over MAMCoP and SPAA Schedule 22 in the event of any inconsistency.
- 1.4.3. The Uniform Network Code (UNC) and the Independent Gas Transporter Uniform Network Code (iGT UNC) define UNC 'Code Communications' between the Shipper and Large Transporter or Small Transporter (which are referred to as a GT/iGT). These Code Communications are defined in the UK Link Manual, and sent via the CDSP's 'Information eXchange' (IX). The UK Link Manual (and documents that are provided in support of the UK Link Manual, but do not necessarily form part of the manual) define the structure of the RGMA Data Flows between Shippers and GTs/iGTs,

and take precedence over the information contained in the RGMA Baseline (which is provided for information purposes only).

- 1.4.4. Any person wishing to propose an addition to, deletion from or change of values for the defined Market Domain Data (MDD) Data Items from the currently prevailing list must follow the MDD change process detailed in SPAA Schedule 18.
- 1.4.5. This document should not be used for bulk changes or transfers, which must be dealt with via bilateral commercial arrangements.
- 1.4.6. Information provided to or by the CDSP in accordance with the RGMA processes, will be deemed to have been provided to or by the relevant Gas Transporter.

## 1.5. Defined Terms

- 1.5.1. Unless otherwise stated in this document, all defined terms within this document shall have the meaning ascribed to them in the SPAA (see Clause 1 and Schedule 29), and this document shall be interpreted in accordance with the rules of interpretation provided for in the SPAA.
- 1.5.2. In addition, the following words and expressions shall have the following meanings when used in this document (unless the context otherwise requires):

<b>AMI</b>	An Approved Meter Installer (AMI) is a person approved as such under the Approved Meter Installer Code of Practice (AMICoP).
<b>Asset</b>	Asset includes all components of a Meter installation and the ancillary equipment, as defined within IGEM/G/1 Edition 2.
<b>Asset Provider</b>	The role is the same as for Meter Asset Provider (see SPAA Schedule 29 - Technical Glossary), but can be for any Asset.
<b>C&amp;D Regulations</b>	The Gas Meters (Information on Connection and Disconnection) Regulations 1996, made under the Gas Act 1986.
<b>Conditional Data Item</b>	A Data Item which must be populated if the condition applying to that Data Item is met.
<b>Conditional Data Group</b>	A Data Group which must be populated if the condition applying to that Data Group is met.
<b>Data Flows</b>	A set of records in a file relating to a single business event. Details of all the business events to which an RGMA Data Flow can apply are included in the Online RGMA Data Flow Catalogue (see UK Link Manual for the events to which Data Flows under the UNC/iGT UNC apply).
<b>Data Group</b>	A single record within a Data Flow. Data Groups are further described in the RGMA Data Flow structures in the Online RGMA Data Flow Catalogue.
<b>Data Item</b>	A single attribute or field within a Data Group. Details of all RGMA Data Items are included in the Online RGMA Data Flow Catalogue.

<b>I&amp;C</b>	Industrial and Commercial Gas Market. For the purpose of the RGMA, this refers to gas supply over 73,200 kWh per annum, unless otherwise specified.
<b>Mandatory Data Item</b>	A Data Item which must be populated.
<b>Mandatory Data Group</b>	A Data Group which must be populated.
<b>Measuring Asset</b>	An Asset which may be used to take a reading to assist with measuring consumption of gas e.g. a Meter and/or a Converter.
<b>Meter Worker</b>	The AMI or other person or organisation contracted to do physical work on the Assets at a Meter Point.
<b>Non Measuring Asset</b>	An Asset which is not a Measuring Asset.
<b>Optional Data Item</b>	A Data Item which only needs to be populated where the data is readily available.
<b>Optional Data Group</b>	A Data Group which only needs to be populated where the data is readily available.

## 2. FILE AND DATA FLOW FORMATS

### 2.1. Overview

2.1.1. This Section 2 provides high-level details regarding the format of the RGMA Data Flows and Data Groups. Full details are set out in the Online RGMA Data Flow Catalogue and its associated Annexes. This Section 2 is only a summary. In the event of any conflict or inconsistency between this Section 2 and the Online RGMA Data Flow Catalogue, the Online RGMA Data Flow Catalogue shall prevail.

### 2.2. Principles

2.2.1. The main principles are:

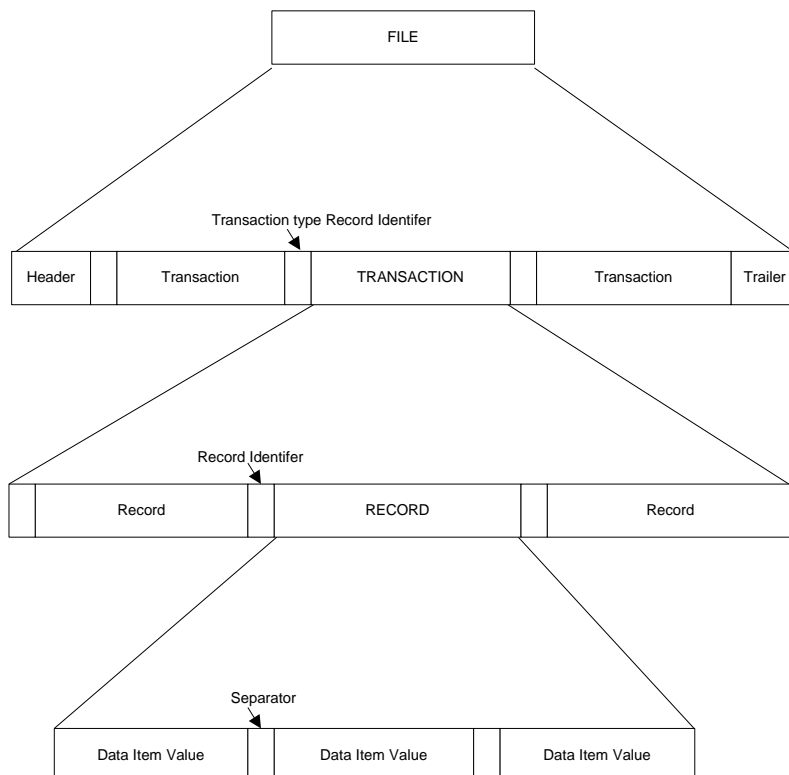
- RGMA Data Flows have been designed as physical representation of the defined processes.
- Data Item descriptions shall mean the same to all Market Participants. Data Items shall be fully defined so that no confusion can exist between the sender and recipient.
- All RGMA Data Flows are between Market Participants in a specified role. The meaning of the data sent is in the context of a single role of the sender and the recipient shall receive and interpret the data in a context of a single role.

### 2.3. File Structure

- The population of Data Flow files in different use cases is provided in the Online RGMA Data Flow Catalogue as different variations.



- Files have been developed with consistent sets of data. This allows RGMA Data Flows to be made up of Data Groups so that changes can be limited to specific Data Groups, rather than being separately applied to each of the RGMA Data Flows.
- The Data Groups are the records which are included in the RGMA Data Flow formats. The diagram below illustrates the file structure which consists of:
  - A header record
  - Transaction records (followed by a number of associated detail records)
  - A trailer record.



- Complete Data Groups are used in the definition of the records. The Data Groups include Data Items which, though not required as part of the minimum data, could be used to satisfy commercial arrangements, and to provide extra Data Items which can be populated for exception processing and updates. The use of standard Data Groups means any change can be applied once to the formats, and only the business rules need to be adjusted in the different uses thus minimising the impact of change. The overhead of RGMA Data Flows allowing for data which some organisations will not use, is minimised by having variable length fields and not using field separators which are in the standard set of characters.
- Files have a core which can be used by all Market Participants. This allows Suppliers to change their MAM with minimal changes to their records and means of communication, while allowing for commercial additions to the core data resulting in Market Participants being able to provide tailored functionality.

- The file will be as one stream of data with the defined codes providing delimiters between Data Items and Data Groups. Any spaces between data and delimiters will be significant.
- There is no identified requirement for record sequence numbers, but record sequencing within a transaction is significant.

#### **2.4. Record Content**

- Files can contain more than one type of logical unit of work and recipients will sort them as required by their application systems.
- Generally, there is only one installation of any one type of Asset, at any one Meter Point, at any one time. This does not preclude an Asset being associated to two Meter Points at the same time. In limited circumstances, e.g. twinstream, more than one Asset of the same type could be associated to a given Meter Point.
- The format of the files should minimise the transmission traffic.
- Records will be created using the structure and optionality defined in this document.
- Records shall contain data which:
  - conform to the optionality defined in this document
  - meet the standard Data Item definition and values in the correct format (see Market Domain Data and the Online RGMA Data Flow Catalogue).

#### **2.5. Data Content**

- Where Data Group are included in a file, the data populated must be fit for purpose. This particularly applies to names and addresses where most of the Data Items are Optional Data Items. Sufficient information must be provided to enable the person/organisation or address to be identified for the reason it is being used e.g. a Meter Worker would need to locate an address, it does not require a fully compliant postal address.
- All information related to the Meter Point (as opposed to the consumer/contact) required to process an RGMA Data Flow is included in that RGMA Data Flow. For example, if a job is to carry out a removal of a converter and to check the other data at that Meter Point (e.g. location of the Meter), both the converter to be removed and the other information at that site will be sent. Similarly, when the Meter Worker has carried out the work, they will return both the information on the converter removed and any corrections to the other data they were required to report on (subject to the relevant bilateral commercial agreement).
- In the case of consumer and contact information, while relevant information is sent to the MAM, if this data is updated then it will be via a separate update file, or the transaction comment updated for the Supplier to contact the consumer.

#### **2.6. Maintenance of Data**

- Optional Data Groups and Data Items only need to be populated where the data is readily available. The data sent will be processed according to the relevant rules, or may be ignored.
- The design does not prescribe what Data Items might be maintained by an incremental update rather than being sent on each RGMA Data Flow, as this is considered a matter for

commercial agreement. The file layouts allow all information a Market Participant wishes to send to be sent, and the file layouts allow MAMs (for example) to return updates. Some organisations may not require this extra functionality e.g. Meter Point addresses, information on consumers (names, addresses, care details and contact mechanisms) may all be maintained by incremental updates.

- The flows do not prescribe who originates data. For example, some Suppliers may wish the MAM to organise the appointments, contacts and site addresses as part of their service. If this is the case then the related consumer name, address, care details and contact mechanisms would not be required.
- Validation of data should be appropriate to ensure minimal delay in the transfer of Asset information across the industry. For example, if a Meter is removed, the transfer of this information needs to have priority over updating the information on the removed Meter. Similarly, unless Meter Point address updates indicate that the Meter Worker has visited the wrong property, the transfer of the Asset data should not be delayed until the Meter Point address has been corrected.
- Minimisation of data integrity issues: In the file formats, if a value of a Data Item is not always known then the Data Item is Optional. The exception to this is the Meter Point address (ORJOB and ONAGE appointment), where the postcode, if not known, is set to a default value as allocated by the GT responsible for the relevant Meter Point address.

## **2.7. Relationship to Existing Process / Flows**

The processes do not look to re-develop existing processes, thus the RGMA Data Flow formats do not:

- provide information related to safety checks and tampering processes as these are established processes. If work is stopped due to suspected tampering or safety then the MAM will return a flow to the Supplier holding, cancelling or re-planning the job (subject to commercial arrangements) with a relevant work status reason.
- update the GT's Meter Point address as this is facilitated by the existing contact management system process.

## **2.8. Validation**

A file type which is not relevant to the recipient will be rejected e.g. CDSP would reject a Suppliers request to appoint a MAM (ONAGE).

Where an RGMA Data Flow contains a Data Group the recipient is not interested in, they will ignore the Data Group (i.e. they will skip it, neither processing the Data Group or rejecting the RGMA Data Flow because of it). This does not affect standard transaction processing e.g. the RGMA Data Flow will still be rejected if it does not contain all the Data Groups required by the recipient.

The Online RGMA Data Flow Catalogue identifies those RGMA Data Flows which are classified as parent flows (ORJOB, ONJOB, ONAGE, ORDET, ONDET, ONUPD). In addition, RGMA Data Flow variations have been created to reflect the different scenarios within which an RGMA Data Flow is sent e.g. ONAGE appointment and ONAGE de-appointment. RGMA Data Flow variations have also been created to reflect the different Market Participants sending and receiving transactions e.g. MAM to Supplier RGMA Data Flows are separate from Shipper to CDSP Data Flows.

Conditionality of Data Groups and Data Items within each flow variation may differ as defined in the Online RGMA Data Flow Catalogue. Data Groups that are not required within a specific transaction are not included within the RGMA Data Flow structure, however RGMA Data Flows should not be rejected if these Data Groups are included. Therefore, parties are advised to consider the structure of the parent flow and the specific flow variation when developing systems to send and receive RGMA Data Flows.

Where a Data Group contains values in a Data Item which the recipient does not use e.g. those marked with an 'x', they will not validate or process the Data Item simply skip it (save that basic validation may be carried out, for example at the file level to check there is no corruption in the file).

## **2.9. File Types**

Details of file types are included in the Online RGMA Data Flow Catalogue. The file type codes are made up of:

- 1st character is whether it is an originating or response file
- 2nd character is whether it is a request or a notification
- 3rd-5th character is a set of characters that makes the file type unique.

## **2.10. Simplifying the File Formats**

The transactions within the file formats have been designed to be flexible to allow for differing commercial arrangements:

- Transactions allowing for Data Groups of various Asset types over and above Meters, bypasses and converters.
- Providing name and address Data Groups for Gas Act Owners and Meter Workers which are not defined by the role code and/or Market Participant values.
- Allowing the Supplier to send all the information required for a MAM to do a piece of work, not relying on the MAM to carry a portfolio<sup>1</sup>.
- Allowing for data updates to be provided by the MAM with the values to be forwarded to the CDSP via the Supplier and Shipper.
- All Asset information to be provided, whereas in Domestic Supplies many of the Data Items are the same and key information such as the model, manufacturer and year of manufacture may suffice.

## **2.11. Transaction Sequence**

Files are made up of transactions which are built up of Data Groups, using the Data Groups from top to bottom and left to right, with groups recurring at their lowest level e.g. if there is a Meter Point with a set of Assets (Meter and then converter) which have been installed, with related readings then the Meter

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<sup>1</sup> If the MAM does not contain a portfolio, then initiation of work such as policy exchanges and battery changes need to be considered.

Point would be sent, followed by all the Meter information, then the Meter related register, followed by the related readings and the MAP details. Then the converter information would be sent.

## **2.12. File Headers and Trailers**

All files will have a single header and trailer. A file will typically contain a number of relevant other transactions and records within these, but may not contain any other records<sup>2</sup>.

Where 'low technology' low volume options are used to transmit records e.g. e-mail, alternatives may be used to send header details such as destination, source and number of transaction/records, removing the requirement for specific header and footer records.

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<sup>2</sup> This may be required e.g. if there is a requirement to send a file at defined intervals to check the interface is working, but there may not always be Data Groups to be sent within the file.

The header has the following structure:

Data Group:	Range	Option	Data Item	Rules	MDD
<b>H Header</b>	1 to many (per File)				
	A0177	M	Record Identifier	HEADR	MDD
	A0179	M	File Type Code		MDD
	A0180	M	Originator Id		MDD*
	A0181	M	Originator Role		MDD**
	A0182	M	Recipient Id		MDD*
	A0183	M	Recipient Role		MDD**
	A0184	M	Created Date		
	A0185	M	Created Time		
	A0186	M	File Identifier		
	A0187	M	File Usage Code		MDD
	A0188	M	Record Count		
	A0189	M	Transaction Count		

### 2.13. Use of Market Participant Abbreviated MDD and CDSP values:

The following is an example of the differences in value for originating and recipient ID and roles in the file header of a job notification (ONJOB) being sent from the MAM to the Supplier and then from the Shipper to the CDSP, where:

- The Supplier/Shipper uses the same Market Participant ID for both Supplier and Shipper roles (assuming MAM is United Utilities – UUL, and the Supplier/Shipper is Atlantic - AEG):

ONJOB MAM to Supplier File:		ONJOB Shipper to CDSP:	
Originating Id	UUL	Originating Id	<b>AEG</b>
Originating Role Code	MAM	Originating Role Code	SHIP
Recipient Id	<b>AEG</b>	Recipient Id	TRA
Recipient Role Code	SUP	Recipient Role Code	GT

- The Supplier/Shipper uses different Market Participant ID's for the Supplier and Shipper (assuming the MAM is United Utilities – UUL, and the Supplier/Shipper is Statoil – Supplier STA, Shipper STT):

ONJOB MAM to Supplier File:		ONJOB Shipper to CDSP:	
Originating Id	UUL	Originating Id	<b>STT</b>

\* MDD value is market participant abbreviated Name

\*\* MDD value is role code

Originating Role Code	MAM	Originating Role Code	SHIP
Recipient Id	STA	Recipient Id	TRA
Recipient Role Code	SUP	Recipient Role Code	GT

The Trailer is a record which only has the record identifier Data Item in it identifying it as a trailer (TRAIL):

Data Group:	Range	Option	Data Item	Rules	MDD
T Trailer	1 (per File) A0177	M	Record Identifier	TRAIL	MDD

### 3. END TO END PROCESSES

The end-to-end process diagrams set out the business processes and associated RGMA Data Flows, specifically identifying the required Market Participants per process. Within each process, a table has been developed which details each of the steps within each process. These steps have also been provided within a diagrammatical format.

#### 3.1. Asset Installation

##### 3.1.1. Introduction

This process covers Assets including new Meters being installed on:

- An existing supply where a Meter had been removed some time previously; or
- A supply which has never had a Meter before. This may be on the day the supply was commissioned or sometime after.

A Meter which is being disconnected and connected as part of the same job is classed as an Asset exchange and is not covered by this process.

Although a Meter could be at a premise before the supply, it cannot be connected to the supply until the supply is laid. Therefore, a Meter connection will always require a supply to exist.

##### 3.1.2. Process Map

Process maps included in Annex E of the Online RGMA Data Flow Catalogue.

##### 3.1.3. Process Steps

Ref	When	Action	From	To	Information Required	Method
1.1	If required	Request Asset Installation	Consumer	Supplier <sup>3</sup>	Unlikely to be electronic	Not defined
1.2	Following 1.1	Request Asset Installation	Supplier	MAM	ORJOB	Email, IX, DTN

<sup>3</sup> Where the consumer has a direct commercial relationship with the MAM, the consumer may send a request directly to the MAM. In this scenario the MAM shall confirm that a Supplier has been registered before commissioning the Meter installation in accordance with clause 7.3.1 of the MAMCoP.



1.3	Within 2WDs of 1.2	Respond to Asset Installation Request	MAM	Supplier	RRJOB	Email, IX, DTN
1.4	Following 1.2	Request Asset Installation	MAM	Meter Worker	Information contained within ORJOB	Not defined
1.5	48hrs prior to Asset installation <sup>4</sup>	Pre Notification of Asset Installation	MAM	Supplier	ONJOB <sup>5</sup>	Email, IX, DTN
1.6	Within 2WDs of 1.5	Respond to Pre Notification of Asset Installation	Supplier	MAM	RNJOB	Email, IX, DTN
1.7	At the time and date specified within the request in 1.4	Carry out Asset Installation	Meter Worker	N/A	N/A	N/A
1.8	Following installation of Asset <sup>6</sup>	Notification of Asset Installation	Meter Worker	MAM	Information contained within ONJOB	Not defined
1.9	Within 48hrs of the installation <sup>7</sup>	Notification of Asset Installation	MAM	Supplier <sup>8</sup>	ONJOB <sup>9</sup>	Email, IX, DTN
1.10	Within 2WDs of 1.9	Respond to Asset Installation Notification	Supplier	MAM	RNJOB	Email, IX, DTN
1.11	Within 2WDs <sup>10</sup> of 1.7	Notification of Asset Installation	MAM	MAP	ONUPD	Email, DTN
1.12	Within 2WDs of 1.11	Respond to Asset Installation	MAP	MAM	RNUPD	Email, DTN
1.13	Following <sup>11</sup> 1.9 <sup>12</sup>	Notification of Asset Installation	Supplier	Shipper	ONJOB	Not defined

<sup>4</sup> The requirement to send a pre-notification is contained within the Connection and Disconnection Regulations.

<sup>5</sup> The ONJOB and RNJOB Data Flows may also be used to notify the relevant participants of a cancelled job.

<sup>6</sup> Where there are variances to the job requested, including missed appointments then the MAM will be updated as commercial arrangements dictate.

<sup>7</sup> Commercial arrangements will dictate variances from the job request which are notified e.g. some Suppliers may only wish to know when a job is completed, others may wish to be notified of all cancellations and changes to appointments.

<sup>8</sup> Where the consumer requested the job directly, the consumer will be notified directly.

<sup>9</sup> Changes to Asset ownership, names, addresses and access instructions which are determined on site are considered to be generic data inconsistency exceptions and will be passed on separate ONUPD records.

<sup>10</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5).

<sup>11</sup> Timescales defined within the UNC and iGT UNC (Section M) and SPAA Schedule 22 (Clause 4.2.2)<sup>12</sup> The notification to the Shipper and CDSP is only required for complete jobs. Where the Supplier receives pre-notifications or notifications in relation to changes to the job then these should not be passed to the Shipper and CDSP.

<sup>12</sup> The notification to the Shipper and CDSP is only required for complete jobs. Where the Supplier receives pre-notifications or notifications in relation to changes to the job then these should not be passed to the Shipper and CDSP.

1.14	Within 2WDs of 1.13	Respond to Asset Installation Notification	Shipper	Supplier	RNJOB	Not defined
1.15	Following 1.13	Notification of Asset Installation	Shipper	CDSP	Defined in the UK Link Manual	IX
1.16	Within 2WDs of 1.15	Respond to Asset Installation Notification	CDSP	Shipper	Defined in the UK Link Manual	IX

3.1.4. Asset Installation Exceptions:

No, or Invalid MPRN and/or Address:

Where there is no physical label, or a physical label is in place with an MPRN that does not correspond with the MPRN the Meter Worker has for the address he is at.

No	Process	Outcome	Follow Up
1	<p>Address Discrepancy:</p> <p>If there is a discrepancy with the address provided and the address the Meter Worker is physically at e.g. provided with a flat number that does not exist, but the indications are that it is the correct place, the Meter Worker will contact the MAM to determine if they should continue with the job.</p>	<p>If the address shown needs correcting this will be notified to the MAM/Supplier for them to notify the CDSP, via the Shipper, of the corrected address (current 'change of address' process).</p> <p>It will be by commercial agreement whether the address is changed on the details being returned to the MAM/Supplier/CDSP, or whether there is only an indication that it needs to be resolved.</p>	<p>Address discrepancies are managed in accordance with responsibilities in the UNC and the iGT UNC.</p> <p>If following the query, the MPRN/Address could not be resolved, then the GT will enter into the current theft of gas process set out in SPAA Schedule 33 - Theft of Gas Code of Practice.</p>
2	<p>MPRN Discrepancy:</p> <p>If the address is correct but the tag shows a different MPRN to the one the Meter Worker has, then there may be a commercial agreement that the job is aborted, otherwise the GT will be contacted to determine the correct MPRN.</p>	<p>If the MPRN on the label is not consistent with the paper work, but the Meter Worker is at the correct address, they will contact the relevant GT to confirm the MPRN.</p> <p>If there are differences, it will be by commercial agreement whether the MPRN on the Meter installation notification shows the original MPRN requested or whether it is changed to the correct one.</p> <p>If the difference could not be resolved but the commercial agreement is for the Meter Worker to continue, then the MPRN provided on the paperwork will be used and the discrepancy noted.</p>	

Meter already present

The Supplier, Shipper, CDSP already has a Meter at the site/MPRN.

No	Process	Outcome	Follow Up
3	The Supplier will resolve e.g. ask the MAM to provide the details.	If required, the Shipper and CDSP will be updated with the existing Asset/Meter details as relevant.	No further action required.

Inconsistent or Missing Data

The information returned is inconsistent with the information the Market Participant holds. This could be:

- Incomplete Mandatory Data Items
- Inconsistent data e.g. the Asset removed is different to that held
- A unique Asset cannot be identified e.g. the Meter does not appear on the MDD Meter Model Table
- Inconsistent with ‘discussions’ e.g. Meter Worker rings with a different Asset at site and then sends in details which match the original request.

No	Process	Outcome	Follow Up
4	Please refer to Meter Model set validation procedure detailed in the SPAA MDD General Document.	Appropriate data will be updated or queried and the relevant Market Participants informed as in line with the relevant obligations.	This is by commercial arrangement.

## 3.2. Asset Removal

### 3.2.1. Introduction

This process covers the removal of Assets, including Meters. Work carried out by the GT rather than a Meter Worker is outside scope, thus the removal of a service pipe is not considered in this process.

A Meter which is being disconnected and connected as part of the same job is classed as an Asset exchange and is not covered by this process.

### 3.2.2. Process Map

Process maps included in Annex E of the Online RGMA Data Flow Catalogue.

### 3.2.3. Process Steps

Ref	When	Action	From	To	Information Required	Method
2.1	If required	Request Asset Removal	Consumer	Supplier <sup>13</sup>	Unlikely to be electronic	Not defined
2.2	Following 2.1	Request Asset Removal	Supplier	MAM	ORJOB	Email, IX, DTN
2.3	Within 2WDs of 2.2	Respond to Asset Removal Request	MAM	Supplier	RRJOB	Email, IX, DTN
2.4	Following 2.2	Request Asset Removal	MAM	Meter Worker	Information contained within ORJOB	Not defined
2.5	48hrs prior to Asset removal <sup>14</sup>	Pre Notification of Asset Removal	MAM	Supplier <sup>15</sup>	ONJOB <sup>16</sup>	Email, IX, DTN
2.6	Within 2WDs of 2.5	Respond to Pre Notification of Asset Removal	Supplier	MAM	RNJOB	Email, IX, DTN
2.7	At the time and date specified within the request in 2.4	Carry out Asset Removal	Meter Worker	N/A	N/A	N/A

<sup>13</sup> Where the consumer has a direct commercial relationship with the MAM, the consumer may send a request directly to the MAM.

<sup>14</sup> The requirement to send a pre-notification is contained within the Connection and Disconnection Regulations

<sup>15</sup> Where the Supplier cannot be identified then the MAM will send this pre-notification to the CDSP.

<sup>16</sup> The ONJOB and RNJOB Data Flows may also be used to notify the relevant participants of a cancelled job.

2.8	Following removal of Asset <sup>17</sup>	Notification of Asset Removal	Meter Worker	MAM	Information contained within ONJOB	Not defined
2.9	Within 48hrs of the removal <sup>18</sup>	Notification of Asset Removal <sup>19</sup>	MAM	Supplier <sup>20</sup> <sup>21</sup>	ONJOB <sup>22</sup>	Email, IX, DTN
2.10	Within 2WDs of 2.9	Respond to Asset Removal Notification	Supplier	MAM	RNJOB	Email, IX, DTN
2.11	Within 2WDs of 2.7 <sup>23</sup>	Notification of Asset Removal	MAM	Old MAP	ONUPD <sup>24</sup>	Email, DTN
2.12	Within 2WDs of 2.11	Respond to Asset Removal	Old MAP	MAM	RNUPD	Email, DTN
2.13	Following <sup>25</sup> 2.9 <sup>26</sup>	Notification of Asset Removal	Supplier	Shipper	ONJOB	Not defined
2.14	Within 2WDs of 2.13	Respond to Asset Removal Notification	Shipper	Supplier	RNJOB	Not defined
2.15	Following 2.13	Notification of Asset Removal	Shipper	CDSP	Defined in the UK Link Manual	IX
2.16	Within 2WDs of 2.15	Respond to Asset Removal Notification	CDSP	Shipper	Defined in the UK Link Manual	IX

<sup>17</sup> Where there are variances to the job requested, including missed appointments then the MAM will be updated as commercial arrangements dictate.

<sup>18</sup> Commercial arrangements will dictate variances from the job request which are notified e.g. some Suppliers may only wish to know when a job is completed, others may wish to be notified of all cancellations and changes to appointments.

<sup>19</sup> Where, as part of the removal of Assets at the metering installation, a Meter has been disconnected and then re-connected, the Supplier must be notified of whether the Meter Worker was an AMI.

<sup>20</sup> Where the consumer requested the job directly, the consumer will be notified directly.

<sup>21</sup> Where the Supplier cannot be identified then the MAM will send this pre-notification to the CDSP.

<sup>22</sup> Changes to Asset ownership, names, addresses and access instructions which are determined on site are considered to be generic data inconsistency exceptions and will be passed on separate ONUPD records.

<sup>23</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5A).

<sup>24</sup> This should include the address where the Meter is available for collection. Meter returns procedures are detailed within the MAMCoP.

<sup>25</sup> Timescales defined within SPAA Schedule 22 (Clause 4.2.2).

<sup>26</sup> The notification to the Shipper and CDSP is only required for complete jobs. Where the Supplier receives pre-notifications or notifications in relation to changes to the job then these should not be passed to the Shipper and CDSP.



### 3.2.4. Asset Removal Exceptions:

#### Unable to Remove Asset

The Meter Worker is unable to find or gain access to the Asset, or the data provided is inconsistent with what is actually at the site. This includes:

- No access or adversarial<sup>27</sup>
- Incorrect address
- Incorrect Asset serial number
- Incorrect MPRN
- No Asset at the site
- The Meter Worker does not have the tools to remove the Asset
- There is evidence of tampering e.g. collar status not as expected
- Inappropriate to remove the Asset e.g. hospital, vulnerable consumer, debt paid off.

Commercial arrangements may also determine under what circumstances the Meter Worker would not remove the Asset.

No	Process	Outcome	Follow Up
1	Consult the MAM.	<p>There may be one of a number of outcomes, but all will result in information or correspondence with the MAM e.g.:</p> <ul style="list-style-type: none"> <li>• Any conflict or absence of data is resolved e.g. correct address is provided.</li> <li>• Information on tampering would be passed on to the Supplier.</li> <li>• Conflicting information on the Asset to be</li> </ul>	<p>The job may be re-planned and/or cancelled.</p> <ul style="list-style-type: none"> <li>• If the conflicting information is not resolved by the MAM e.g. the MAM sent the wrong Asset details to the Meter Worker, then the details of the Asset at the site will be forwarded to the Supplier, Shipper and CDSP as appropriate</li> <li>• If there is potential tampering, then</li> </ul>

<sup>27</sup> e.g. where the Meter is being changed due to debt.



		removed would result in information on the Asset in place being sent to the MAM.	current Theft of Gas procedures would be instigated.
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### 3.3. Asset Exchange

#### 3.3.1. Introduction

This process covers removal and installation of an Asset within the same job. This also covers the scenario where an Asset is removed and the service pipe repositioned.

This process covers scenarios where the same MAM installs and removes the Assets and there is no associated change of MAM. Asset exchange due to a change of MAM is covered elsewhere.

#### 3.3.2. Process Map

Process maps included in Annex E of the Online RGMA Data Flow Catalogue.

#### 3.3.3. Process Steps

Ref	When	Action	From	To	Information Required	Method
3.1	If required	Request Asset Exchange	Consumer	Supplier <sup>28</sup>	Unlikely to be electronic	Not defined
3.2	Following 3.1	Request Asset Exchange	Supplier	MAM	ORJOB	Email, IX, DTN
3.3	Within 2WDs of 3.2	Respond to Asset Exchange Request	MAM	Supplier	RRJOB	Email, IX, DTN
3.4	Following 3.2	Request Asset Exchange	MAM	Meter Worker	Information contained within ORJOB	Not defined
3.5	48hrs prior to Asset exchange <sup>29</sup>	Pre Notification of Asset Exchange	MAM	Supplier	ONJOB <sup>30</sup>	Email, IX, DTN

<sup>28</sup> Where the consumer has a direct commercial relationship with the MAM, the consumer may send a request directly to the MAM.

<sup>29</sup> The requirement to send a pre-notification is contained within the Connection and Disconnection Regulations

<sup>30</sup> The ONJOB and RNJOB Data Flows may also be used to notify the relevant participants of a cancelled job.

3.6	Within 2WDs of 3.5	Respond to Pre Notification of Asset Exchange	Supplier	MAM	RNJOB	Email, IX, DTN
3.7	At the time and date specified within the request in 3.4	Carry out Asset Exchange	Meter Worker	N/A	N/A	N/A
3.8	Following Asset exchange <sup>31</sup>	Notification of Asset Exchange	Meter Worker	MAM	Information contained within ONJOB	Not defined
3.9	Within 48hrs of the exchange <sup>32</sup>	Notification of Asset Exchange <sup>33</sup>	MAM	Supplier <sup>34</sup>	ONJOB <sup>35</sup>	Email, IX, DTN
3.10	Within 2WDs of 3.9	Respond to Asset Exchange Notification	Supplier	MAM	RNJOB	Email, IX, DTN
3.11	Within 2WDs of 3.7 <sup>36</sup>	Notification of Asset Removal	MAM	Old MAP	ONUPD <sup>37</sup>	Email, DTN
3.12	Within 2WDs of 3.11	Respond to Asset Removal Notification	Old MAP	MAM	RNUPD	Email, DTN
3.13	Within 2WDs <sup>38</sup> of 3.7	Notification of Asset Installation	MAM	New MAP	ONUPD	Email, DTN
3.14	Within 2WDs of 3.13	Respond to Asset Installation Notification	New MAP	MAM	RNUPD	Email, DTN

<sup>31</sup> Where there are variances to the job requested, including missed appointments then the MAM will be updated as commercial arrangements dictate.

<sup>32</sup> Commercial arrangements will dictate variances from the job request which are notified e.g. some Suppliers may only wish to know when a job is completed, others may wish to be notified of all cancellations and changes to appointments.

<sup>33</sup> Where, as part of the removal of Assets at the metering installation, a Meter has been disconnected and then re-connected, the Supplier must be notified of whether the Meter Worker was an AMI.

<sup>34</sup> Where the consumer requested the job directly, the consumer will be notified directly.

<sup>35</sup> Changes to Asset ownership, names, addresses and access instructions which are determined on site are considered to be generic data inconsistency exceptions and will be passed on separate ONUPD records.

<sup>36</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5A)

<sup>37</sup> Where the Asset has been removed and not re installed then this should include the address where the Meter is available for collection. Meter returns procedures are detailed within the MAMCoP.

<sup>38</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5).

3.15	Following <sup>39</sup> 3.9 <sup>40</sup>	Notification of Asset Exchange	Supplier	Shipper	ONJOB	Not defined
3.16	Within 2WDs of 3.15	Respond to Asset Exchange Notification	Shipper	Supplier	RNJOB	Not defined
3.17	Following 3.15	Notification of Asset Exchange	Shipper	CDSP	Defined in the UK Link Manual <sup>41</sup>	IX
3.18	Within 2WDs of 3.17	Respond to Asset Exchange Notification	CDSP	Shipper	Defined in the UK Link Manual	IX

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<sup>39</sup> Timescales defined within SPAA Schedule 22 (Clause 4.2.2).

<sup>40</sup> The notification to the Shipper and CDSP is only required for complete jobs. Where the Supplier receives pre-notifications or notifications in relation to changes to the job then these should not be passed to the Shipper and CDSP.

### 3.3.4. Asset Exchange Exceptions:

#### Unable to Remove Asset

The Meter Worker is unable to find or gain access to the Asset, or the data provided is inconsistent with what is actually at the site. This includes:

- No access or adversarial
- Incorrect address
- Incorrect Asset serial number
- Incorrect MPRN
- No Asset at the site
- The Meter Worker does not have the tools to remove the Asset
- There is evidence of tampering
- Inappropriate to remove the Asset e.g. hospital, vulnerable consumer, debt paid off.

Commercial arrangements may also determine under what circumstances the Meter Worker would not remove the meter.

No	Process	Outcome	Follow Up
1	Consult the MAM.	<p>There may be one of a number of outcomes, but all will result in information or correspondence with the MAM e.g.:</p> <ul style="list-style-type: none"> <li>• Any conflict or absence of data is resolved e.g. correct address is provided</li> <li>• Information on tampering would be passed on to the Supplier</li> <li>• Conflicting information on the Asset to be removed would result in information on the Asset in place being sent to the MAM.</li> </ul>	<p>The job may be re-planned and/or cancelled.</p> <ul style="list-style-type: none"> <li>• If the conflicting information is not resolved by the MAM e.g. the MAM sent the wrong Asset details to the Meter Worker, then the details of the Asset at the site will be forwarded to the Supplier, Shipper and CDSP as appropriate</li> <li>• If there is potential tampering, then current Theft of Gas procedures would be instigated.</li> </ul>

### 3.4. Reposition

3.4.1. The process to reposition a Meter should be interpreted to be a disconnection and subsequent reconnection of a Meter, triggering a flow of information under the C&D Regulations. Where the details of the installation are already known (i.e. it's the same Meter going back in) it is sufficient to send only the information which is not already known, or has changed as a result of the repositioning.

3.4.2. Repositioning has been integrated into the Asset Exchange process in Section 3.3.

### 3.5. Change of Gas Act Owner

3.5.1. The process to change a Gas Act Owner is defined within the Gas Act as the passing of ownership from one class of person to another, where a class of person is either a GT, Supplier or Consumer.

3.5.2. Where a Supplier becomes aware of a change in the Gas Act Owner of the Meter, it must inform the CDSP via the Shipper. Where the GT becomes aware of such a change, it must inform the Supplier, again via the Shipper.

3.5.3. The change of Gas Act Owner, where it is coincident with CoS, change of MAM, install and/or exchange activities are covered within the associated processes within this document.

### 3.6. Change of Supplier with Concurrent Change of MAM

#### 3.6.1. Introduction

This process covers the transfer of metering arrangements at CoS, allowing for a change in MAM at the same time. Please note that the Old MAP and the New MAP may be the same entity but have been split out for ease of review.

#### 3.6.2. Process Map

Process maps included in Annex E of the Online RGMA Data Flow Catalogue.

#### 3.6.3. Process Steps

Ref	When	Action	From	To	Information Required	Method
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6.1 <sup>42</sup>	If required	Request Quotation	Consumer	New Supplier	Not defined	Email, IX, DTN
6.2	Following 6.1	Request Details	New Supplier	New Shipper	Transportation, Metering and Supply costs	Not defined
6.3	Following 6.2	Request Transportation Details	New Shipper	CDSP	Transportation, Metering and Supply costs	IX
6.4	Following 6.3	Provide Transportation Details	CDSP	New Shipper	Transportation details and MPRNs for the Supply Point requested <sup>43</sup>	IX
6.5	Following 6.4	Provide Transportation Details	New Shipper	New Supplier	Transportation details and MPRNs for the Supply Point requested	Not defined
6.6	Following 6.2	Request Metering Quote	New Supplier	New MAM <sup>44</sup>	Not defined <sup>45</sup>	Email, IX, DTN
6.7	Within 2WDs of 6.6	Provide Metering Quote	New MAM	New Supplier	Not defined	Email, IX, DTN
6.8	If required or following 6.7	Request New Supplier	Consumer	New Supplier	Not defined	Other
6.9	Following 6.8	Request Confirmation	New Supplier	New Shipper	Not defined	Not defined
6.10	Following 6.9	Receive and Pass On Confirmation Request	New Shipper	CDSP	Defined in the UK Link Manual	IX
6.11	Within 2WDs of 6.10	Accept Confirmation Request, & Provide Old MAM ID and Gas Act Owner	CDSP	New Shipper	Defined in the UK Link Manual	IX

<sup>42</sup> The process steps 6.1 to 6.7 are provided on the diagram for completeness and show the quote process for sites which are over, or will have an AQ over 73,200 kWh.

<sup>43</sup> This information does not include the Data Items that the CDSP does not flow (i.e. information of data loggers – other than the presence of ones owned by GTs and Asset Providers). The CDSP will also provide information of the Gas Act Owner and MAM ID (current and where relevant the prospective MAM with its effective date).

<sup>44</sup> The ‘New MAM’ may be a prospective MAM or the current MAM.

<sup>45</sup> Meter Point address is optional and if present could contain only enough data to identify the Meter Point geographically e.g. just the post town or post code

6.12 <sup>46</sup>	Following 6.11	Receive and Pass On Confirmation Acceptance, Old MAM ID and Gas Act Owner	New Shipper	New Supplier	Not defined	Not defined
6.13	Following 6.10	Notification of Withdrawal	CDSP	Old Shipper	Defined in the UK Link Manual	IX
6.14 <sup>47</sup>	Following 6.13	Receive and Pass on Withdrawal Notification	Old Shipper	Old Supplier	Defined in the UK Link Manual	Not defined
6.15	Following 6.11 by effective date - 2WDs	Notification of Transfer & Old MAM ID, Gas Act Owner and Meter Reading Access Instructions	CDSP	New Shipper	Gas Act Owner, MAM details	IX,
6.16	Following 6.15	Receive and Pass On Transfer Notification, Old MAM ID, Gas Act Owner <sup>48</sup> and Meter Reading Access Instructions	New Shipper	New Supplier <sup>49</sup>	Gas Act Owner. MAM details	Not defined
6.17	Following 6.15 by effective date - 2WDs	Notification of Loss & New Supplier	CDSP	Old Shipper	Defined in the UK Link Manual	IX
6.18	Following 6.17	Receive and Pass On Loss Notification and New Supplier	Old Shipper	Old Supplier	Not defined	Not defined
6.19	Following 6.18 <sup>50</sup>	Request Agent De-Appointment	Old Supplier	Old MAM	ONAGE including details of New Supplier	Email, IX, DTN
6.20	Within 2WDs of 6.19	Accept Agent De-Appointment	Old MAM	Old Supplier	RNAGE	Email, IX, DTN

<sup>46</sup> The process steps allow the New Supplier to be provided with the current MAM ID and the Gas Act Owner at this stage (usually 14 days prior to the effective date).

<sup>47</sup> The process steps 6.6 to 6.7 should be undertaken between effective date -14 to effective date -8

<sup>48</sup> Where the Supplier is the Gas Act Owner, the incoming Supplier takes on the Gas Act Ownership of the Meter, and therefore is responsible for appointing the MAM. Where the consumer is the Gas Act Owner, the consumer continues to be the Gas Act Owner regardless of CoS, and therefore remains responsible for the appointment of the MAM.

<sup>49</sup> The Supplier could initiate provisional Appointment of a MAM.

6.21	Following 6.16	Request Agent Appointment	New Supplier	New MAM	ONAGE <sup>51</sup> including Old MAM details	Email, IX, DTN
6.22 <sup>52</sup>	Within 2WDs of 6.21	Accept Agent Appointment	New MAM	New Supplier	RNAGE <sup>53</sup>	Email, IX, DTN
6.23	Following 6.21	Request Transfer of Information	New MAM	Old MAM	ORDET	Email, IX, DTN
6.24	Within 2WDs of 6.23	Respond to Transfer of Information Request	Old MAM	New MAM	RRDET	Email, IX, DTN
6.25	Following 6.23	Provide Asset Information	Old MAM	New MAM	ONDET	Email, IX, DTN
6.26	Within 2WDs of 6.25	Respond to Asset Information	New MAM	Old MAM	RNDET	Email, IX, DTN
6.27	After step 6.25, where required by commercial agreement	Send Supplementary Information	Old MAM	New MAM	As defined in MAMCoP	Not defined
6.28	Within 2WDs <sup>54</sup> of 6.19	Notification of MAM De-Appointment	Old MAM	MAP	ONUPD	Email, IX, DTN
6.29	Within 2WDs of 6.28	Respond to MAM De-Appointment Notification	MAP	Old MAM	RNUPD	Email, IX, DTN
6.30	Within 2WDs <sup>55</sup> of 6.25	Notification of MAM Appointment	New MAM	MAP <sup>56</sup>	ONUPD	Email, IX, DTN
6.31	Within 2WDs 6.30	Respond to MAM Appointment Notification	MAP	New MAM	RNUPD	Email, IX, DTN
6.32	Following 6.26	Notification of Successful Transfer of Asset	New MAM	New Supplier	ONUPD	Email, IX, DTN

<sup>51</sup> In the event that the transfer of ownership does not take place (e.g. where this was initiated prior to transfer notification and lodged objection is upheld), a further ONAGE will be sent to cancel the MAM appointment, even if the original appointment request has not become effective.

<sup>52</sup> Where commercial arrangements are not in place to enable transfer to the new MAM without a Meter exchange, the ‘Change of MAM with Asset Exchange’ process should be followed as set out in section 3.9 below.

<sup>53</sup> It is possible the new MAM will not accept the appointment until after details have been transferred, in which case ONUPD will be sent negating the need for RNAGE.

<sup>54</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5C)

<sup>55</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5D)

<sup>56</sup> Where MAPs do not have a contract in place with a New MAM it will first be necessary for the MAP and MAM to agree terms for use of the Asset



6.33	Within 2WDs of 6.32	Respond to Notification of Successful Transfer of Asset	New Supplier	New MAM	RNUPD	Email, IX, DTN
6.34	Following <sup>57</sup> 6.32	Notification of MAM Details	New Supplier	New Shipper	ONUPD	Not defined
6.35	Within 2WDs of 6.34	Respond to Notification of MAM Details	New Shipper	New Supplier	RNUPD	Not defined
6.36	Following 6.34	Notification of MAM Details	New Shipper	CDSP	Defined in the UK Link Manual	IX
6.37	Within 2WDs of 6.36	Respond to Notification of MAM Details	CDSP	New Shipper	Defined in the UK Link Manual	IX

#### 3.6.4. Change of Supplier with Concurrent Change of MAM Exceptions:

##### MAM is not the Current MAM

The MAM rejects the de-appointment e.g. they are not the current MAM.

No	Process	Outcome	Follow Up
1	<p>The incorrect ‘Old’ MAM rejects the appointment. The process will then depend on the cause of the problem.</p> <ul style="list-style-type: none"> <li>• If the Supplier sent the de-appointment to the incorrect MAM, it will send the de-appointment to the correct MAM.</li> <li>• If the Old Supplier had incorrectly stored the MAM, then the Supplier identifies the actual MAM.</li> </ul>	<p>For the second point: If the New Supplier has been identified to the Old Supplier (i.e. it is D-2 or after), then the Old Supplier identifies the actual MAM and then notifies:</p> <ul style="list-style-type: none"> <li>• Actual ‘Old’ MAM of their de-appointment</li> <li>• New Supplier of the ‘Old’ MAM.</li> </ul>	<p>There is no requirement for the CDSP to be notified.</p>

<sup>57</sup> Timescales defined within SPAA Schedule 22 (Clause 4.2.2).

A Change to the Meter / Converter Data Takes Place Between Transfer of Metering Details and the Confirmation Effective Date

Details of the Assets the CDSP provides information on are changed between the notification of the details by the CDSP and the date the transfer takes place.

No	Process	Outcome	Follow Up
2	The CDSP will ensure that, where it is provided with new Meter details between D-2 and D, that it passes these details to the New Shipper, and where the details were not provided by the Old Supplier/Suppliers MAM, to the Old Shipper.	The CDSP is to make sure both Shippers are aware of any metering changes between the Meter details being transferred and the effective date. The Old MAM will send any updates to Asset changes to the New MAM, where it received data after it has transferred the metering details, whether or not the New MAM's contract has started.	Charges may need to be reviewed between the Supplier and MAM dependent on new Meter details and commercial agreements between MAMs and Suppliers.

New Appointment Rejected

The MAM does not accept the appointment e.g. the Meter is not one they deal with; the Meter Point is not in a geographical area in which they operate.

No	Process	Outcome	Follow Up
3	The incorrect 'New' MAM rejects the appointment. The Supplier needs to appoint another MAM whose contract does cover the conditions. The New MAM is notified to the CDSP.	The change of MAM may, by agreement, not occur until after the Transfer of Ownership.	Not applicable

### Appointment or De-Appointment Sent Incorrectly

The appointment or de-appointment was sent incorrectly.

No	Process	Outcome	Follow Up
4	Where a MAM has been sent an appointment incorrectly, this will be corrected by sending a de-appointment for a related date and a Transaction Status indicating that it (the appointment) has been cancelled. In the same manner an incorrectly sent de-appointment can be corrected using an appointment with a Transaction Status code indicating that it (the de-appointment) has been cancelled.	The original appointment/de-appointment will be cancelled.	Not applicable

### Failure to Agree Contractual Terms – New Supplier Instructs New MAM to Replace Meter

The contractual arrangements cannot be agreed with the MAP regarding the conditions under which the Asset will be used. The New MAM may wish to communicate this failure electronically to their Supplier. This could be achieved by sending an ONUPD with a transaction type code value “FXFER”, with a description of “Failed Transfer”.

No	Process	Outcome	Follow Up
5	The New Supplier may select a different MAM.	Subject to contractual agreement, could be the MAM used by the previous Supplier.	Not applicable
6	The New Supplier will request the New MAM to change the meter	Potentially transferring provision and ownership away from the old MAP	Not applicable
7	If a Supplier feels the other Supplier has not facilitated the provision of ‘reasonable’ terms and is in breach of the Suppliers obligation	The Supplier may seek redress through the relevant regulatory process	Not applicable

### Gap between Old and New MAM Contracts

Where a MAM is aware that their contract start/end date will result in one of the Suppliers having an Asset which is not covered by a maintenance contract i.e. the Supplier could be in breach of licence.

<b>No</b>	<b>Process</b>	<b>Outcome</b>	<b>Follow Up</b>
<b>8</b>	The MAMs will make their respective Supplier aware of any potential gap, using an RNAGE rejection flow, where the Supplier could be in breach.	MAM appointment start and end dates are aligned to cover the period	Not applicable

### Old MAM has not been De-appointed

Where the Old MAM receives a request for meter data from a New MAM, but has not been notified of their de-appointment.

<b>No</b>	<b>Process</b>	<b>Outcome</b>	<b>Follow Up</b>
<b>9</b>	Both MAM's refer to the Supplier they have registered for that meter to clarify the situation. Old Supplier confirms de-appointment and Old MAM de-appoints or New Supplier re-appoints correct Meter Point with New MAM. MAM in error contacts other MAM to confirm situation.	The new MAM will contact the Old MAM and confirm what the corrective action should be. If there is still no agreement, then the attempted new MAM will inform his Supplier of this outcome. It would be expected that this would come under the governance as a failure to follow rules.	Not applicable

### 3.7. Change of Supplier with No Change of MAM

#### 3.7.1.Introduction

This process covers the transfer of metering arrangements at CoS, where there is no change of MAM.

#### 3.7.2.Process Map

Process maps included in Annex E of the Online RGMA Data Flow Catalogue.

#### 3.7.3. Process Steps

Ref	When	Action	From	To	Information Required	Method
7.1 <sup>58</sup>	If required	Request Quotation	Consumer	New Supplier	Not defined	Email, IX, DTN
7.2	Following 7.1	Request Details	New Supplier	New Shipper	Transportation, Metering and Supply costs	Not defined
7.3	Following 7.2	Request Transportation Details	New Shipper	CDSP	Transportation, Metering and Supply costs	IX
7.4	Following 7.3	Provide Transportation Details	CDSP	New Shipper	Transportation details and MPRNs for the Supply Point requested <sup>59</sup>	IX
7.5	Following 7.4	Provide Transportation Details	New Shipper	New Supplier	Transportation details and MPRNs for the Supply Point requested	Not defined

<sup>58</sup> The process steps 7.1 to 7.7 are provided on the diagram for completeness and show the quote process for sites which are over, or will have an AQ over 73,200 kWh.

<sup>59</sup> This information does not include the Data Items that the CDSP does not flow (i.e. information of data loggers – other than the presence of ones owned by GTs and Asset Providers). The CDSP will also provide information of the Gas Act Owner and MAM ID (current and where relevant the prospective MAM with its effective date).

7.6	Following 7.2	Request Metering Quote	New Supplier	MAM <sup>60</sup>	Not defined <sup>61</sup>	Email, IX, DTN
7.7	Within 2WDs of 7.6	Provide Metering Quote	MAM	New Supplier	Not defined	Email, IX, DTN
7.8	If required or following 7.7	Request New Supplier	Consumer	New Supplier	Not defined	Other
7.9	Following 7.8	Request Confirmation	New Supplier	New Shipper	Not defined	Not defined
7.10	Following 7.9	Receive and Pass On Confirmation Request	New Shipper	CDSP	Defined in the UK Link Manual	IX
7.11	Within 2WDs of 7.10	Accept Confirmation Request, & Provide Old MAM ID and Gas Act Owner	CDSP	New Shipper	Defined in the UK Link Manual	IX
7.12 <sup>62</sup>	Following 7.11	Receive and Pass On Confirmation Acceptance, Old MAM ID and Gas Act Owner	New Shipper	New Supplier	Not defined	Not defined
7.13	Following 7.10	Notification of Withdrawal	CDSP	Old Shipper	Defined in the UK Link Manual	IX
7.14 <sup>63</sup>	Following 7.13	Receive and Pass on Withdrawal Notification	Old Shipper	Old Supplier	Defined in the UK Link Manual	Not defined
7.15	Following 7.11 by effective date - 2WDs	Notification of Transfer & Old MAM ID, Gas Act Owner and Meter Reading Access Instructions	CDSP	New Shipper	Gas Act Owner, MAM details	IX,
7.16	Following 7.15	Receive and Pass On Transfer Notification, Old	New Shipper	New Supplier <sup>65</sup>	Gas Act Owner. MAM details	Not defined

<sup>60</sup> The 'New MAM' may be a prospective MAM or the current MAM.

<sup>61</sup> Meter Point address is optional and if present could contain only enough data to identify the Meter Point geographically e.g. just the post town or post code

<sup>62</sup> The process steps allow the New Supplier to be provided with the current MAM ID and the Gas Act Owner at this stage (usually 14 days prior to the effective date).

<sup>63</sup> The process steps 7.6 to 7.7 should be undertaken between effective date -14 to effective date -8

<sup>65</sup> The Supplier could initiate provisional appointment of a MAM.

		MAM ID, Gas Act Owner <sup>64</sup> and Meter Reading Access Instructions				
7.17	Following 7.15 by effective date - 2WDs	Notification of Loss & New Supplier	CDSP	Old Shipper	Defined in the UK Link Manual	IX
7.18	Following 7.17	Receive and Pass On Loss Notification and New Supplier	Old Shipper	Old Supplier	Not defined	Not defined
7.19	Following 7.16	Request Agent Appointment	New Supplier	MAM	ONAGE <sup>66</sup>	Email, IX, DTN
7.20	Within 2WDs of 7.19	Accept Agent Appointment	MAM	New Supplier	RNAGE	Email, IX, DTN
7.21	Following 7.18	Request Agent De- Appointment	Old Supplier	MAM	ONAGE	Email, IX, DTN
7.22	Within 2WDs of 7.21	Accept Agent De- Appointment	MAM	Old Supplier	RNAGE	Email, IX, DTN
7.23	Within 2WDs <sup>67</sup> of 7.19 <sup>68</sup>	Notification of MAM Appointment	MAM	MAP	ONUPD	Email, IX, DTN
7.24	Within 2WDs of 7.23	Respond to MAM Appointment Notification	MAP	MAM	RNUPD	Email, IX, DTN
7.25	Within 2WDs <sup>69</sup> of 7.21	Notification of MAM De - Appointment	MAM	MAP	ONUPD	Email, IX, DTN
7.26	Within 2WDs 7.25	Respond to MAM De - Appointment Notification	MAP	MAM	RNUPD	Email, IX, DTN

<sup>64</sup> Where the Supplier is the Gas Act Owner, the incoming Supplier takes on the Gas Act Ownership of the Meter, and therefore is responsible for appointing the MAM. Where the consumer is the Gas Act Owner, the consumer continues to be the Gas Act Owner regardless of CoS, and therefore remains responsible for the appointment of the MAM.

<sup>66</sup> In the event that the transfer of ownership does not take place (e.g. where this was initiated prior to transfer notification and lodged objection is upheld), a further ONAGE will be sent to cancel the MAM appointment, even if the original appointment request has not become effective.

<sup>67</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5B).

<sup>68</sup> The MAM will send two ONUPDs to the MAP. The notification of de-appointment will include the old Supplier details and the notification of appointment will include the new Supplier details.

<sup>69</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5C).

7.27	Following 7.20	Notification of Metering Details	MAM	New Supplier	ONUPD	Email, IX, DTN
7.28	Within 2WDs of 7.27	Respond to Notification of Metering Details	New Supplier	New MAM	RNUPD	Email, IX, DTN
7.29	Following <sup>70</sup> 7.27	Notification of MAM Details	New Supplier	New Shipper	ONUPD	Not defined
7.30	Within 2WDs of 7.29	Respond to Notification of MAM Details	New Shipper	New Supplier	RNUPD	Not defined
7.31	Following 7.29	Notification of New MAM Details	New Shipper	CDSP	Defined in the UK Link Manual	IX
7.32	Within 2WDs of 7.31	Respond to Notification of New MAM Details	CDSP	New Shipper	Defined in the UK Link Manual	IX

#### 3.7.4. Change of Supplier with No Change of MAM Exceptions:

Details of the Assets the CDSP provides information on are changed between the notification of the details by the CDSP and the date the transfer takes place.

No	Process	Outcome	Follow Up
1	The CDSP will ensure that, where it is provided with new Meter details between D-2 and D, that it passes these details to the New Shipper, and where the details were not provided by the Old Supplier/Suppliers MAM, to the Old Shipper.	The CDSP is to make sure both Shippers are aware of any metering changes between the Meter details being transferred and the effective date. The Old MAM will send any updates to Asset changes to the New MAM, where it received data after it has transferred the metering details, whether or not the New MAM's contract has started.	Charges may need to be reviewed between the Supplier and MAM dependent on new Meter details and commercial agreements between MAMs and Suppliers.

<sup>70</sup> Timescales defined within SPAA Schedule 22 (Clause 4.2.1)



### 3.8. Change of MAM with Transfer of Assets

#### 3.8.1. Introduction

This process covers the scenario where Assets are transferred from the Old MAM to the New MAM as part of the change of MAM process.

As the process depicted is completed on a Meter Point by Meter Point basis, this process is fit for a low-volume change of MAM. Bulk changes of MAM will be dealt with on a case-by-case basis, and are outside the scope of this document.

It is assumed that appropriate contractual arrangements will be put in place for the appointment of the New MAM before de-appointing the Old MAM.

Once the New MAM has accepted its appointment, the Supplier will de-appoint the Old MAM and pass the identity of the New MAM and the date on which the responsibility is to transfer to the New MAM. The Old MAM will transfer Asset information as an unsolicited ONDET flow. This contrasts with CoS, where the transfer of information is triggered by the New MAM contacting the Old MAM using an ORDET flow.

This process assumes the Supplier will be the Gas Act Owner and there is no CoS.

#### 3.8.2. Process Map

Process maps included in Annex E of the Online RGMA Data Flow Catalogue.

#### 3.8.3. Process Steps

Ref	When	Action	From	To	Information Required	Method
8.1	If required	Send Agent Appointment	Supplier	New MAM	ONAGE <sup>71</sup>	Email, IX, DTN
8.2	Provided commercial arrangements are in place between the new MAM and the Asset owner <sup>72</sup>	Accept Agent Appointment	New MAM	Supplier	RNAGE	Email, IX, DTN

<sup>71</sup> This includes the identity of the Old MAM.

<sup>72</sup> Where commercial arrangements are not in place then the new MAM shall reject the agent appointment and may carry out a Meter exchange in accordance with Change of MAM with Asset Exchange below.

8.3	Following 8.2	Send Agent De Appointment <sup>73</sup>	Supplier	Old MAM	ONAGE <sup>74</sup>	Email, IX, DTN
8.4	Within 2WDs of 8.3	Accept Agent De Appointment	Old MAM	Supplier	RNAGE	Email, IX, DTN
8.5	Within 2WDs <sup>75</sup> of 8.2	Notification of Agent Appointment	Supplier	Shipper	ONUPD	Not defined
8.6	Within 2WDs of 8.5	Respond to Agent Appointment Notification	Shipper	Supplier	RNUPD	Not defined
8.7	Following 8.5	Receive and Pass On Notification of Agent Appointment	Shipper	CDSP	Defined in the UK Link Manual	IX
8.8	Within 2WDs of 8.7	Respond to Agent Appointment Notification	CDSP	Shipper	Defined in the UK Link Manual	IX
8.9	Within 2WDs <sup>76</sup> of 8.4	Notification of MAP De-Appointment	Old MAM	Old MAP	ONUPD <sup>77</sup>	Email, DTN
8.10	Within 2WDs of 8.9	Respond to De Appointment Notification	MAP	Old MAM	RNUPD	Email, DTN
8.11	Within 2WDs of 8.4	Notification of Meter Technical Details	Old MAM	New MAM	ONDET	Email, IX, DTN
8.12	Within 2WDs of 8.11	Respond to Meter Technical Details Notification	New MAM	Old MAM	RNDET	Email, IX, DTN
8.13	After step 8.11, where required by commercial agreement	Send Supplementary Information	Old MAM	New MAM	As defined in MAMCoP	Not defined
8.14	Within 2WDs <sup>78</sup> of 8.11 <sup>79</sup>	Notification of Appointment	New MAM	MAP	ONUPD <sup>80</sup>	Email, DTN

<sup>73</sup> It is the Supplier's responsibility to ensure that the existing MAM is de-appointed in time for the transfer of responsibility and metering details to be transferred by the New MAM's appointment date.

<sup>74</sup> New MAM ID should be entered in the Market Participant Data Item.

<sup>75</sup> Timescales defined within SPAA Schedule 22 (Clause 4.2.1).

<sup>76</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5C).<sup>77</sup> This flow will provide the identity of the New MAM.

<sup>77</sup> This flow will provide the identity of the New MAM.

<sup>78</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5B).

<sup>79</sup> The MAP ID should be contained within the ONDET Data Flow from the Old MAM to the New MAM which will enable the New MAM to send notification to the MAP.

<sup>80</sup> This flow will provide the identity of the Supplier.

8.15	Within 2WDs of 8.14	Respond to Appointment Notification	MAP	New MAM	RNUPD	Email, DTN
8.16	Following 8.12	Notification of Successful Transfer of Asset	New MAM	Supplier	ONUPD	Email, IX, DTN
8.17	Within 2WDs of 8.16	Respond to Notification of Successful Transfer of Asset	Supplier	New MAM	RNUPD	Email, IX, DTN
8.18	Within 2WDs <sup>81</sup> 8.16	Notification of New MAM	Supplier	Shipper	ONUPD	Not defined
8.19	Within 2WDs of 8.18	Respond to Notification of New MAM	Shipper	Supplier	RNUPD	Not defined
8.20	Following 8.18	Notification of New MAM	Shipper	CDSP	Defined in the UK Link Manual	IX
8.21	Within 2WDs of 8.20	Respond to Notification of New MAM	CDSP	Shipper	Defined in the UK Link Manual	IX

### 3.8.4. Change of MAM with Transfer of Assets Exceptions:

#### Old MAM has not been De-Appointed

Where the Old MAM receives a request from a New MAM, but has not been notified of their de-appointment.

No	Process	Outcome	Follow Up
1	Where metering arrangements requested are outside the MAM's contract e.g. for meters they do not support, the response to the appointment request (RNAGE) would be a rejection response with a relevant reason.	<p>If details of a job are received by the Old MAM after the 'Transfer of metering details' (ONDET), the Old MAM should forward these to the New MAM (e.g. using Notify Update Metering Details – ONUPD').</p> <p>Where an appointment or de-appointment is sent incorrectly then a correcting de-appointment/appointment is sent to cancel the original (see exception 'Appointment or De-appointment sent incorrectly' in Process 6)</p>	Not applicable

<sup>81</sup> Timescales defined within SPAA Schedule 22 (Clause 4.2.1).

2	Where metering details are not received by the New MAM via an ONDET due to the Old MAM not being de-appointed as a result of the ONAGE not being issued or being rejected.	If the New MAM has the Old MAM details, the New MAM shall request metering details using an ORDET. Otherwise, the New MAM should notify the relevant Supplier for further investigation.	The relevant Supplier shall determine the follow up actions.
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### 3.9. Change of MAM with Asset Exchange

#### 3.9.1. Introduction

This process covers the scenario where a meter is exchanged as a result of a new MAM appointment.

As the process depicted is completed on a Meter Point by Meter Point basis, this process is fit for a low-volume change of MAM. Bulk changes of MAM will be dealt with on a case-by-case basis, and are outside the scope of this document.

Once the New MAM has accepted its appointment, the Supplier will de-appoint the incumbent MAM and pass the identity of the New MAM and the date on which the responsibility is to transfer to the New MAM. The Old MAM will transfer MAP ID within an unsolicited ONDET flow. Other meter technical details are not required. This contrasts with CoS, where the transfer of information is triggered by the new MAM contacting the Old MAM using an ORDET flow.

This process assumes the Supplier will be the Gas Act Owner and there is no CoS.

#### 3.9.2. Process Map

Process maps included in Annex E of the Online RGMA Data Flow Catalogue.

#### 3.9.3. Process Steps

Ref	When	Action	From	To	Information Required	Method
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9.1	If required <sup>82</sup>	Send Agent Appointment	Supplier	New MAM	ONAGE <sup>83</sup>	Email, IX, DTN
9.2	Where commercial arrangements are not in place and the new MAM requires a Meter exchange before accepting the appointment. <sup>84</sup>	Reject Agent Appointment	New MAM	Supplier	RNAGE <sup>85</sup>	Email, IX, DTN
9.3	Following 9.2	Agree Asset Exchange	New MAM	Supplier	Discussion on why appointment was rejected	Not defined
9.4	Following agreement to exchange Meter before MAM appointment	Request Asset Exchange	Supplier	New MAM	ORJOB	Email, IX, DTN
9.5	Within 2 WDS of 9.4	Respond to Asset Exchange Request	New MAM	Supplier	RRJOB <sup>86</sup>	Email, IX, DTN
9.6	Following 9.4	Request Asset Exchange	New MAM	Meter Worker	Information contained within ORJOB	Not defined
9.7	48hrs prior to Asset exchange <sup>87</sup>	Pre-Notification of Asset Exchange	New MAM	Supplier	ONJOB <sup>88</sup>	Email, IX, DTN
9.8	Within 2 WDS of 9.7	Respond to Pre-Notification of Asset Exchange	Supplier	New MAM	RNJOB	Email, IX, DTN
9.9	At the time and date specified within the request in 9.6	Carry out Asset Exchange	Meter Worker	N/A	N/A	N/A

<sup>82</sup> If the Supplier is aware that the new MAM will need to carry out a Meter exchange prior to appointment, then it should miss steps 8.1 to 8.3 and proceed directly to step 9.4.

<sup>83</sup> This includes the identity of the Old MAM.

<sup>84</sup> Where commercial arrangements are in place to transfer the Asset, then the new MAM may accept the agent appointment and follow the Asset Transfer Process.

<sup>85</sup> Where possible the New MAM should flag within the RNAGE that they are rejecting the appointment because a Meter exchange is required, as they do not have commercial arrangements in place to transfer the Asset.

<sup>86</sup> The MAM will make a commercial decision whether to accept the job prior to formal appointment. Where the MAM rejects the job then the RRJOB will state this and the process will end.

<sup>87</sup> The requirement to send a pre-notification is contained within the Connection and Disconnection Regulations

<sup>88</sup> The ONJOB and RNJOB Data Flows may also be used to notify the relevant participants of a cancelled job.

9.10	Following Asset exchange <sup>89</sup>	Notification of Asset Exchange	Meter Worker	New MAM	Information contained within ONJOB	Not defined
9.11	Within 48hrs of the exchange <sup>90</sup>	Notification of Asset Exchange <sup>91</sup>	New MAM	Supplier <sup>92</sup>	ONJOB <sup>93</sup>	Email, IX, DTN
9.12	Within 2 WDS of 9.11	Respond to Asset Exchange Notification	Supplier	New MAM	RNJOB	Email, IX, DTN
9.13	Following 9.11	Notification of Asset Exchange	Supplier	Shipper	ONJOB	Not defined
9.14	Within 2WDS of 9.13	Respond to Asset Exchange Notification	Shipper	Supplier	RNJOB	Not defined
9.15	Following 9.13	Notification of Asset Exchange	Shipper	CDSP	Defined in the UK Link Manual	IX/ email
9.16	Within 2WDS of 9.15	Respond to Asset Exchange Notification	CDSP	Shipper	Defined in the UK Link Manual	IX/ email
9.17	Following 9.11	Request Agent Appointment	Supplier	New MAM	ONAGE	Email, IX, DTN
9.18	Within 2WDS of 9.17	Accept Agent Appointment	New MAM	Supplier	RNAGE	Email, IX, DTN
9.19	Following 9.18	Request Agent De Appointment	Supplier	Old MAM	ONAGE	Email, IX, DTN
9.20	Within 2WDS of 9.19	Accept Agent De Appointment	Old MAM	Supplier	RNAGE	Email, IX, DTN
9.21	Within 2WDS <sup>94</sup> of 9.19	Notification of Agent De Appointment	Old MAM	Old MAP	ONUPD	Email, DTN

<sup>89</sup> Where there are variances to the job requested, including missed appointments then the MAM will be updated as commercial arrangements dictate.

<sup>90</sup> Commercial arrangements will dictate variances from the Job request which are notified e.g. some Suppliers may only wish to know when a job is completed, others may wish to be notified of all cancellations and changes to appointments.

<sup>91</sup> Where, as part of the removal of Assets at the metering installation, a Meter has been disconnected and then re-connected, the Supplier must be notified of whether the Meter Worker was an AMI.

<sup>92</sup> Where the consumer requested the job directly, the consumer will be notified directly.

<sup>93</sup> Changes to Asset ownership, names, addresses and access instructions which are determined on site are considered to be generic data inconsistency exceptions and will be passed on separate ONUPD records.

<sup>94</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5C).

9.22	Within 2WDs of 9.21	Respond to Agent De Appointment Notification	Old MAP	Old MAM	RNUPD	Email, DTN
9.23	Within 2WDs <sup>95</sup> of 9.18	Notification of Agent Appointment	Supplier	Shipper	Not defined	Not defined
9.24	Within 2WDs of 9.23	Respond to Agent Appointment Notification	Shipper	Supplier	Not defined	Not defined
9.25	Following 9.23	Notification of Agent Appointment	Shipper	CDSP	Defined in the UK Link Manual	IX
9.26	Within 2WDs of 9.25	Respond to Agent Appointment Notification	CDSP	Shipper	Defined in the UK Link Manual	IX
9.27	Within 2WDs of 9.19	Notification of MAP ID	Old MAM	New MAM	ONDET <sup>96</sup>	Email, IX, DTN
9.28	Within 2WDs of 9.27	Respond to Notification of MAP ID	New MAM	Old MAM	RNDET	Email, IX, DTN
9.29	Following 9.27	Notification of Asset Removal	New MAM	Old MAP	ONUPD <sup>97</sup>	Email, IX, DTN
9.30	Within 2WDs of 9.29	Respond to Asset Removal Notification	Old MAP	New MAM	RNUPD	Email, IX, DTN
9.31	Within 2WDs <sup>98</sup> of 9.17	Notification of Asset Installation and New MAM Appointment	New MAM	New MAP <sup>99</sup>	ONUPD	Email, IX, DTN
9.32	Within 2WDs of 9.31	Respond to Asset Installation and New MAM Appointment Notification	New MAP	New MAM	RNUPD	Email, IX, DTN

<sup>95</sup> Timescales defined within SPAA Schedule 22 (Clause 4.2.1).

<sup>96</sup> As the Meter has not been transferred the ONDET is only required to inform the New MAM of the MAP ID for the removed Meter.

<sup>97</sup> This should include the address where the Meter is available for collection. Meter returns procedures are detailed within the MAMCoP.

<sup>98</sup> Timescales defined within SPAA Schedule 22 (Clause 5.5 and 5.5B).

<sup>99</sup> This notification should inform the New MAP that the New MAM has been appointed and that the Asset has been installed.

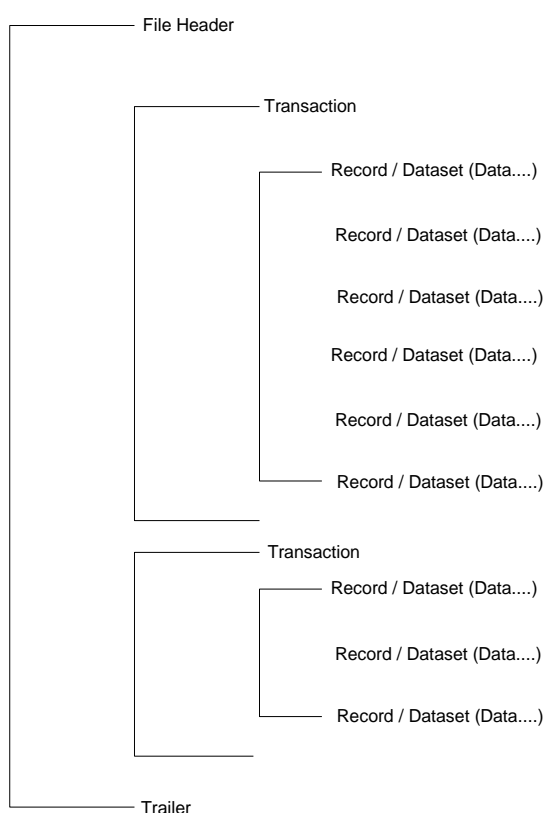
**4. FILE LEVEL - UPDATES AND RESPONSES**

**4.1. Purpose**

4.1.1. This Section 4 provides details of the updates and responses for all RGMA Data Flows.

4.1.2. This Section 4 defines a standardised specification for the most common updates and responses between Market Participants. As such, it defines a common language by which Market Participants can understand each other when responses, including exceptions, arise.

**4.2. Overview**



**Outline of File Structure**

4.2.1. Files sent between Market Participants should conform to the definitions given in the Online RGMA Data Flow Catalogue. Files are structured in a hierarchically sequence as shown to the left.

**4.3. Categories of Exceptions**

4.3.1. Exceptions are categorised as follows:

- Technical exceptions that have been defined in Section 5 i.e. errors arising from basic IT technical validation;
- Functional exceptions that have been defined in Section 5 i.e. resulting from flows not adhering to the business rules contained in the physical flow definitions included within the Online RGMA Data Flow Catalogue.
- Operational exceptions that have been defined in Section 6 i.e. resulting from a problem arising during the operation of a process, causing further data to flow as a result of the exception.

4.3.2. Technical and functional exceptions relate to the validation carried out on receipt of a file. Such

validation is likely to be performed automatically. There are commercial variances, as some Market Participants filter certain exceptions where they will intervene manually to correct the exception, and hence the response will be successful e.g. if a postcode on a job request (ORJOB) is incorrect, the correct postcode will be identified manually, any update will be initiated using an update transaction



(ONUPD). The job request response will then be successful, indicating the request has been successfully processed (albeit with manual intervention) and the job will be carried out.

4.3.3. Technical and functional exceptions, that have been further defined in Section 5, have been broken down into the levels at which they can occur: file, transaction, record and data. This is to simplify the response and update rules.

4.3.4. The file may be validated in any sequence, provided that the responses are in the sequence defined in Section 4.6 below (e.g. if the whole file is to be rejected this is done without individual transactions being returned first).

4.3.5. Operational exceptions differ from technical and functional exceptions in that they are problems, which may be resolved manually in the first instance. Operational exceptions have been broken down into the type of result from an exception:

- Data correction: Where data is not correct, the correct data will be returned either in the notification, if the relevant record is included, or a separate transaction.
- Cancel or re-plan: Where the job cannot be continued, the job will either be cancelled or a re-plan requested.
- Non-standard transaction: Where a non-standard flow<sup>100</sup> is sent back the receiving participant systems will, depending on their own commercial rules, accept it or mark it for manual intervention

4.3.6. There may be combinations of status, and therefore more than one response to any one job request e.g. part of the job has been completed, but the other part has not – this would result in a job record with a partial complete status and possibly an update or an exception record. Some of these exceptions may require their own processes to be defined.

## 4.4. Responses

4.4.1. The responses to a file are as follows:

- Delivery receipts will be sent for all files sent by a transfer mechanism and is commonly referred to as an ‘acknowledgement’ or ‘handshake’, often there is little validation over the file header and file corruption.
- The file will then be validated and this will result in either a file rejection or a response for each transaction<sup>101</sup> within the file i.e. there will be no ‘successfully processed’ file at this level.
  - The file will have basic validation carried out e.g. there is a header, there are the correct number of records and transactions. If these file level exceptions occur the whole file will be rejected and no further processing will take place. There are commercial

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<sup>100</sup> i.e. where it does not conform to the flows as defined in the RGMA Baseline document.

<sup>101</sup> The exception to this is if a market participant uses the optional number of errors limit, over which they will reject the file – if this is in operation there will have been prior agreement between both the sending and receiving market participants.

variances in that some transfer mechanisms will carry this out, in others the application or gateways will carry this out.

- If there are no file exceptions, then processing will continue. There will not be a ‘file successful’ at this stage.
- It is intended that every file or transaction (job request, job notification) will have an explicit response, either an acceptance or rejection<sup>102</sup>.
- Where transaction rejections occur, the originator is notified by a specific response transaction, with reference to the data sent and one or more appropriate response reasons, i.e. the erroneous transaction or file is not returned in its entirety. Wherever possible the record with the error will be returned as the erroneous record and any number of reasons associated to it<sup>103</sup>.
- There may be a number of response reason codes, but once an exception has been found for a transaction at a particular level, processing at a lower level will not be continued i.e.;
  - if there is a transaction rejection, the records and Data Items will not be processed.
  - if there is a record rejection, the Data Items will not be processed.

4.4.2. The recipient will return the following responses to the originator:

1. The success of the file transmission.
2. If 1) is successful, but there are technical errors at the file level, then the file is rejected and the originator is notified with reasons.
3. Optional processing: If 2) is successful, but the number of technical errors (at any level) exceeds the limit agreed between the parties, then the whole file is rejected and the originator notified with reasons.
4. Provided 3) does not apply, then the originator is notified of the success of each valid transaction, and of the failure (with reasons) of each transaction rejected on technical and/or functional grounds. Such rejection(s) may have been at transaction, record or Data Item level.

4.4.3. Once the file has passed the validation, then the next step in the business process is started. Only one response transaction will ever be sent for a particular request/notification transaction. At this stage the response will have already been sent so the success or otherwise of the request will be returned in a notification file. For example, in the case where the file is a request to do physical work, then:

- If the work is completed successfully, the successful outcome and related data, as defined in that process is passed back (e.g. ONJOB with a status indicating it has been completed);

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<sup>102</sup> An exception to this is ONAGE where it is a request for an appointment - the response Data Flow (RNAGE) is optional, based on commercial agreements.

<sup>103</sup> It is for the systems to determine how far the error processing goes. It is preferable to deal with all errors in one go, however this has to be balanced against a single error which could cause the whole Data Group to be out (e.g. displace value) where erroring every Data Item in the Data Group would not provide any added value.

- When the Meter Worker is actually trying to carry out the job, there may be reasons for exceptions processes. These could be:
  - Data is not correct e.g. the meter is a prepayment meter when they have been informed it was a credit meter.
  - Unable to carry out work e.g. no access.
  - Unexpected circumstances e.g. they were asked to do an exchange, but when they got there, there was no meter but the address was correct and customer was expecting an install, so an install was done.

4.4.4. It is up to the Market Participants to agree on notification of exceptions as there are commercial variances e.g. with no access, some Suppliers wish to be notified of this, while others do not want to be aware of re-plans as this is for the MAM to deal with (the re-plan or even cancelled jobs being dealt with between the MAM and Meter Worker bilaterally). However, where these exceptions are reported, this will be done using the relevant notification transaction e.g. for an ORJOB, if the resulting visit was a no access which the Supplier wished to be notified of, the ONJOB may be returned with a transaction status indicating it was re-planned and the transaction status reason indicating this was due to no access.

<b>Level</b>	<b>Description / example</b>	<b>Recipients' Response</b>
1. File – the set of transactions sent between Market Participants.	The whole file is invalid. Technical only: e.g. incorrect file name.	Stop processing file and reject it. Return file response reason.
2. Transaction – the set of records in a file relating to a single business event.	A transaction within a file is invalid. Technical: e.g. Mandatory Data Group missing. Functional: e.g. Supplier requests MAM to install a Meter, but MAM's records show that a Meter is already present.	Reject the transaction and return a transaction response reason(s).
3. Data Group – a single record.	A Data Group within a transaction is invalid. Technical: e.g. Mandatory Data Item missing. Functional: e.g. inter-data dependency error, such as the meter model code is valid, but not for the year of manufacture quoted.	Reject the transaction and return a transaction response reason(s).
4. Data Item – a single attribute or field within a Data Group.	A Data Item within a Data Group is invalid. Technical: e.g. a mandatory data item is missing.	Stop processing transaction and reject it. Return a transaction response reason.

	Functional: e.g. Data Item contains invalid code value.	
5. Technical exception threshold exceeded, or a technical error that may indicate a corrupt file.	Upper limit of the number of technical errors (at any of Levels 2-4), as commercially agreed between the originator and recipient, has been exceeded.  Or a technical error has been detected that may mean the whole file is corrupt e.g. record out of sequence could have changed the whole sequence/meaning of the following transactions.	Stop processing the file and reject it.  Return a relevant message, if a threshold has been reached, identifying the transactions found in error up to the time it was decided to reject the file.  Otherwise return a relevant message identifying the transaction level error(s) causing the rejection.

## 5. TECHNICAL AND FUNCTIONAL EXCEPTIONS

### 5.1. File Level Exceptions

- 5.1.1. Validation - File level validation can be carried out by inspecting the file header, trailer and examining the basic structure of the file for technical exceptions e.g. invalid file type.
- 5.1.2. Response Transaction Format - When the recipient of a file rejects it as a whole, the response file that is sent to the originator follows the naming convention determined by the Transfer Mechanism Service Provider. Information on the rejected file is referenced in the response transaction, with a record identifier of REJFL and associated reason(s).
- 5.1.3. The standard allows for Market Participants to identify a situation where a transaction error may result in a rejected file e.g. where a number of transactions had been unsuccessfully processed and it was found that the records were out of sequence (and therefore the file considered potentially corrupt), before any transactions had been successfully processed. In this case the file rejection may include the transaction outcome and associated records in error (with the reasons). Not all Market Participants may want to use this option.
- 5.1.4. Where the file level checks are valid, only transaction (technical and/or functional) responses will be returned.

### 5.2. Transaction Level Exceptions

- 5.2.1. Validation - Inspecting the transaction header records will enable basic transaction validation to take place, but subsequent records within the transaction will also need to be validated to ensure that they are applicable for the transaction type e.g. missing record.
- 5.2.2. Response Transaction Format - At the transaction level an acceptance or rejection response will be provided for each transaction received. A rejection will be sent in the event that a transaction, record or data error is discovered within the transaction, making it unusable.
- 5.2.3. There will be one response transaction per returned response file, which would relate to a number of transactions from different files with transaction, record or data level exceptions e.g. a response file

could have job notification responses from job notifications which were sent on different files, and they could have both job notification responses and job update responses. There are commercial variances due to different processing options and sophistication of gateway processes e.g. some Market Participants only send back one type of response transaction in any one file e.g. they will all either be job notification responses or job update responses. Further some Market Participants may process all records in a file first and then send back one response file with a response for each of the transactions in that file i.e. 1:1 request/notification to response file. Others will adopt the many transaction types as this minimises the number of files sent (and thus ensures limits on the number of files sent over a period are not exceeded) and the recipients may use file splitting of files on receipt, anyway. Some Market Participants also return responses when processed, so that a transaction where they wish to manually intervene before returning the response, does not hold up the responses to the other transactions, and further gateway matching may be at a transaction, rather than a number of records in file basis.

5.2.4. The response transaction would not have any file information in it as the subsequent records could be from a combination of files, and information in error is referenced in the response transaction. The record identifier will be RESPN.

5.2.5. If a transaction is successfully processed then the transaction outcome (outcome code) would indicate it had been successfully processed, otherwise it would indicate that the transaction had not been accepted.

5.2.6. Where there are transaction exceptions, there may be a number of reasons indicating what, if any transaction exceptions were identified. It may also have from one, to a number, of erroneous records associated to it.

5.2.7. Thus a response file consists of:

- A file header record at the start of the file and a trailer record at the end of the file.
- A 'Response Transaction' record which will either be a record identifier or 'REJFL' where the response file is a notification that a file has been rejected, or 'RESPN' with a series of transaction responses.
- Where it is a file level response (REJFL) the related response codes etc. would be sent in the response record(s) following the 'Response Transaction'.
- Where there were no file exceptions and this is a file of transaction responses (RESPN), each transaction will have a transaction outcome record providing a reference to the record it is a response to, and whether it was successfully processed or not.
- Where the outcome was unsuccessful it will have the original record where the error(s) were detected, followed by one or more reason records identifying the Data Item and reason for the error. The exception to this is where the reason is at the transaction level e.g. there is a Data Group missing - the reason' records will then be hung directly off the transaction outcome without any erroneous record (a missing one does not exist).
- Where the request is for a job, and the MAM accepts the job request but they have arranged

the appointment<sup>104</sup>, they could return the appointment information in the appointment record. Commercial variance: This option has not been implemented where the Suppliers make the appointments with the consumers. An alternative is for an additional ONJOB/RRJOB (where the ONJOB transaction status is ‘Scheduled’) instead of using the appointment record.

### **5.3. Record Level Exceptions**

5.3.1. Validation - Given the interdependency of record formats to transaction types, it is necessary to carry out record validation within the context of the transaction in which it occurs. For example, a record format may be valid for an asset reposition request, but invalid for an Asset exchange request.

5.3.2. Optionality of the Data Items within the record format may be dependent on its context within a record e.g. record identifier invalid. The recipient of the exception is likely to need to refer back to the transaction they originally sent. This is expected to be the process for any unsuccessful response as even a record level exception could be misinterpreted if taken out of the context of the whole transaction.

5.3.3. Response Transaction Format – In the event that a record level exception is discovered, then the whole transaction is rejected.

### **5.4. Data Item Level Exceptions**

5.4.1. Validation - Data Item validation includes the following functional exceptions:

- Value checks e.g. against standing data.
- Consistency with existing data that the market participant already holds e.g. the Meter Point is not one of theirs.
- Inter-data dependency:
  - Logical e.g. read date is not consistent with install date.
  - Commercial e.g. the appointment is not within the service level agreements
  - Functional rules e.g. a postcode is not in the area the MAM is contracted to work in.

5.4.2. Response Transaction Format – In the event that a Data Item level exception is discovered, then the whole transaction is rejected.

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<sup>104</sup> e.g. where a Supplier has a contract that the MAM arranges a visit at a suitable time for the consumer but also on a date/time which is cost effective for the MAM, and the Supplier does not wish/have direct access to the MAM’s scheduling system.

## 6. OPERATIONAL RULE EXCEPTIONS

### 6.1. Data Updates

#### Validation

6.1.1. Updates are a generic transaction type which can be passed between relevant Market Participants. The objective of the design is to optimise processing while not prescribing how updates should be carried out.

#### Corrective Data

6.1.2. Use of a Separate Update Transaction - An update transaction is provided where any information is to be corrected. This allows updates to be sent where there is no associated job information being transmitted at the same time e.g. a Meter Worker may go out to change a battery, where the Supplier's commercial agreement states the Supplier does not want to be notified. If during this visit they find information needs to be updated, an update transaction will be returned with the relevant information. Where records are being included only for update purposes, they will contain:

- Mandated Data Items.
- Data to be updated.
- For a Meter, the flow will also contain, as a minimum, those Data Items needed to ascertain a unique product from the meter model table.

6.1.3. Updates as a Result of a Metering Job - Where a MAM wishes to inform their Supplier of data changes, as a result of attending a metering job, they can do so within the notification file. Notification files may contain both notification and update transactions. The notification transaction records are made up of standard record layouts as defined in the Online RGMA Data Flow Catalogue and allow for data corrections to most of the values therein. Any record which has a data update code Data Item (A0178) may be updated in this way. For records that are not included in the notification transaction, a separate update transaction is sent.

6.1.4. Updates fall into two broad areas: changes to a job and changes to Data Items. Job changes occur when a number of circumstances arise, such as a MAM being asked to do an exchange, but an install was carried out as there was no meter to remove (subject to authorisation/commercial agreement) – this is shown as a variance indicated in the transaction type reason code.

6.1.5. Data type changes could include:

- Meter Point data e.g. access instructions, conversion factor
- Asset information (for Assets present at the start of the visit e.g. being removed or reported on) including meter, converter, register detail and readings.
- Asset responsibility e.g. MAP.

6.1.6. Update records will always contain the information to uniquely identify the record being updated. All other populated values will overwrite any existing values for the record identified. Where it is required to blank out a Data Item, this will be represented by a single space character.

#### Found Assets

6.1.7. A found Asset – may be included in the notify job transaction (ONJOB) as there may be an impact on charging. It is likely in this case the Meter Worker will have contacted his base to take instructions. In these cases, the transaction type code will indicate it is a found Asset. The outcomes might be:

- Install job cancelled: Job record returned with a cancelled transaction status code, and a transaction type reason code indicating that the job was at variance to that notified. The update record would then be returned containing the details of the found Asset.
- Install job turns into an exchange job: The exchange job returned will indicate it is an exchange, with a transaction type reason code indicating that the job was at variance to that notified. The notify job transaction (ONJOB) may contain the found Asset details, notification that the existing meter was removed and also the installed Asset details.
- The job may be completed but with variance as only one of the Assets was present e.g. the meter might be found but a converter still needed to be fitted.

#### Missing Assets

6.1.8. A missing Asset – this will be treated in a similar manner to a found Asset, with the transaction type code showing the Asset has been removed or missing:

- The job may be cancelled if the Asset to be removed was missing.
- The job may be completed, but the notification may include information of an Asset they had been expecting to remove but was not at site e.g. converter.

#### Non Standard Transaction

6.1.9. Where a transaction type is changed from that requested e.g. an exchange becomes an install, the original reference for the job is returned, but the transaction type code will be for the actual work carried out and the transaction status reason code will be used to show it is a variance. How this is dealt with is commercial, but the systems need to process any connection and disconnection information returned, providing the correct notification to other parties. The variance allows this, as well as capturing that the job carried out was not the one requested.

6.1.10. A non-standard job may be initiated by a Meter Worker visit where they find the Asset(s) they were expecting have been replaced by others. This is both a found and missing Asset:

- Exchange Job: This may be cancelled as a similar exchange had already taken place, so the reason would be found and the found Asset details would be returned with the transaction type code indicating the Asset was a found one.
- Exchange Job: This may continue. The found Asset data will be followed by notification that the current meter was removed and then the installed Asset details. If there is information on the removal of the missing Asset e.g. on a label, then this should be sent in the relevant records, with the transaction type code indicating it had been removed/missing.



- Reposition: Again this could be cancelled, or the job would be returned but with an extra set of Asset data indicating the corrected information for the Asset at the Meter Point, as above.

## **6.2. Cancel or Re-Plan**

### Validation

- 6.2.1. Where the MAM cancels or re-plans a job, and the Supplier wishes to be notified, a notify job metering record (ONJOB) will be returned referencing the job with a work status of aborted, or re-scheduled (as relevant).
- 6.2.2. The transaction status change reason code will provide the reasons for the cancellation or re-plan. These may be useful for determining whether the job is chargeable e.g. if it is the consumer who has failed to meet the appointment for a number of times.
- 6.2.3. Where the Supplier cancels, holds or re-requests a job, they will send another job request (ORJOB) to the MAM with:
- The same transaction reference as the original request.
  - Transaction status code of cancelled, hold or revised request.
  - Transaction type to reflect the job to be carried out e.g. install.

### Response Transaction Format

- 6.2.4. The MAM will indicate the reason for a cancellation or re-plan of the job in the response, including if it was due to an incorrect Meter Point address.

## 7. **RGMA ANNEXES**

The following RGMA Annexes are published as part of the Online RGMA Data Flow Catalogue, which can be found on the SPAA website: [WWW.SPAA.CO.UK](http://WWW.SPAA.CO.UK).

Annex A – Specification and Standards

Annex B – Data Flow Catalogue

Annex C – Data Item Index

Annex D – Domains

Annex E – Process Maps

These Annexes nevertheless form part of this document, and can only be changed in accordance with the SPAA change process.