

Market Code Schedule 11

Code Subsidiary Document No. 0103

Registration: Cancellations

Version: 7.0

Date: 2021-09-23

Document Ref: CSD0103

## Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
1.0	10/05/2007	First Publication		
1.0 REISSUE	Aug 2007	Reissue for errata and clarifications	Revision Marked	
1.1	31/08/2007	Updated version		
1.1a	09/09/2009	Standardise layout of the first two pages		Pages 1 and 2
1.2	21/03/2011	New Cancellation Code Fields	MCCP040	2.1.1
2.0	2014-09-21	Obligation to cancel a transfer on a pending TDISC SPID	MCCP155	
3.0	2015-12-10	Provision of Information on Registration Cancellations	MCCP160	Section 2
4.0	2016-09-30	T10 and T11 name change	MCCP196 MCCP198	Section 2.1.1 Section 1
5.0	2017-09-28	Text correction	MCCP213	Section 1
6.0	2019-10-24	Renaming Transactions	MCCP242	Various
7.0	2021-09-23	SPID Transfers	MCCP259	Section 2

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# 1. Purpose and scope

## 1.1 Introduction

The Market Code provides a Cancellation Window following the Registration Confirmation Date, during which either an Incoming or an Outgoing Licensed Provider may cancel a Registration. The grounds for Cancellation are set out in Section 5.6 of the Market Code. For the avoidance of doubt, each Licensed Provider shall be responsible for ensuring that it has appropriate grounds for issuing a Cancellation. All Cancellations will be subject to the provisions of CSD 0002 (Performance Standards). The CMA will issue market reports from time to time on the volumes of Cancellations and Licensed Providers may be requested to provide information on their Cancellation activity to the CMA.

## 1.2 Scope

This CSD documents the process by which a Cancellation is implemented in the Central Systems and the consequences arising from a Cancellation. This is an Additional Service for which the CMA may apply an Additional Service Charge to the Licensed Provider issuing the Cancellation Request. Where a SPID Registered to a Self-Supplier is erroneously Registered by another Licensed Provider, the CMA will apply the Additional Service Charge to that Incoming Licensed Provider.

## 2. Cancel Registration

### 2.1 Process Description

The Cancellation process shall be undertaken in the event that:

- An Incoming Licensed Provider wishes to prevent its Registration; or
- An Outgoing Licensed Provider wishes to prevent the Transfer to the Incoming Licensed Provider, or
- An Outgoing Licensed Provider has submitted a Disconnection Request for the Supply Point to be temporarily disconnected, in accordance with the Disconnections Code and such Disconnection Request has not been cancelled and has not yet been executed and notified to the CMA.

#### 2.1.1 Description of the Process Diagram steps

This Section should be read in conjunction with the Process Diagram in Section 2.2 and the Interface and Timetable Requirements in Section 2.3. The 'step' and 'decision' references appear to the bottom left of each step or decision symbol in the Process Diagram. References shown thus [T010.0] relate to the associated Data Transaction, as set out in the Data Transaction Catalogue.

##### **Step a: Licensed Provider submits Cancellation Request [T010.0, T010.1]**

During the Cancellation Window, where any of the grounds set out in Section 5.6.1 of the Market Code apply, an Incoming Licensed Provider must submit a Cancellation Request using Data Transaction T010.0 (Cancel Registration (Incoming)). Where any of the grounds set out in Section 5.6.2 of the Market Code apply, an Outgoing Licensed Provider must submit a Cancellation Request using Data Transaction T010.1 (Cancel Registration (Outgoing)). Where any of the grounds set out in Section 5.6.3 of the Market Code are met, an Outgoing Licensed Provider may submit a Cancellation Request using Data Transaction T010.1 (Cancel Registration (Outgoing)). The relevant Cancellation code shall be included in all Cancellation Requests. Licensed Providers should refer to Section 3 of the CSD 0301 (Data Transaction Catalogue) for a full list of Cancellation codes.

The following additional requirements must be met for any Cancellation Request submitted by an Outgoing Licensed Provider, using the T010.1 (Cancel Registration (Outgoing)), depending on the Cancellation code used:

- P (Permanent Disconnection requested). A Text Comment should also be provided, identifying the date of submission for any such request.
- D (Outstanding debt). A Text Comment should also be provided, confirming that such a debt has pertained for more than 90 days, is material and is not subject to any dispute with the customer.
- UN or UW (Unauthorised transfer). The Outgoing LP should retain evidence of any relevant notification from the customer regarding the unauthorised nature of the transfer.
- For any Cancellation code, the Customer Contact Identifier must confirm that the customer has been contacted by the Outgoing LP, prior to any Cancellation submission from the Outgoing LP.

#### **Decision b: CMA validates Cancellation Request**

The CMA shall ensure that the Cancellation Request has (i) been submitted by the relevant Incoming Licensed Provider or Outgoing Licensed Provider; (ii) is within the Cancellation Window; and (iii) contains a Cancellation code as set out in CSD0301- the Data Transaction Catalogue.

#### **Step c: CMA Rejects an invalid Cancellation Request [T009.0]**

If the Cancellation Request does not comply with the requirements described at decision b above, the CMA shall reject it and notify the Licensed Provider which submitted the request, using Data Transaction T009.0 (Notify Error/Acceptance (LP)). Such notification will be issued within 1 Business Day of receipt of the Cancellation Request by the CMA.

#### **Step d: CMA accepts Cancellation Request and implements Cancellation**

If the Cancellation Request complies with the requirements described at decision b above, the CMA shall accept the Cancellation Request.

The CMA shall implement the Cancellation by ensuring that the Registration in respect of the Incoming Licensed Provider is cancelled and the Outgoing Licensed Provider's Registration is reinstated without interruption.

#### **Step e: CMA notifies the Licensed Providers of the Cancellation**

Within 1 Business Day of implementation of the Cancellation at step d above, the CMA shall notify the Incoming Licensed Provider of the Cancellation using Data Transaction T011.0 (Notify Cancellation (Incoming)) and the Outgoing Licensed Provider using Data Transaction T011.1 (Notify Cancellation (Outgoing)).

The relevant Licensed Providers should be aware that the consequences of a Cancellation are as follows:

- i. The Incoming Licensed Provider's Registration will be cancelled and have no effect at the relevant Supply Point.
- ii. The Outgoing Licensed Provider's Registration will be reinstated without interruption.

Each of the relevant Licensed Providers shall take such steps as may be necessary to ensure that their internal records are updated accordingly as soon as practicable to reflect the Cancellation.

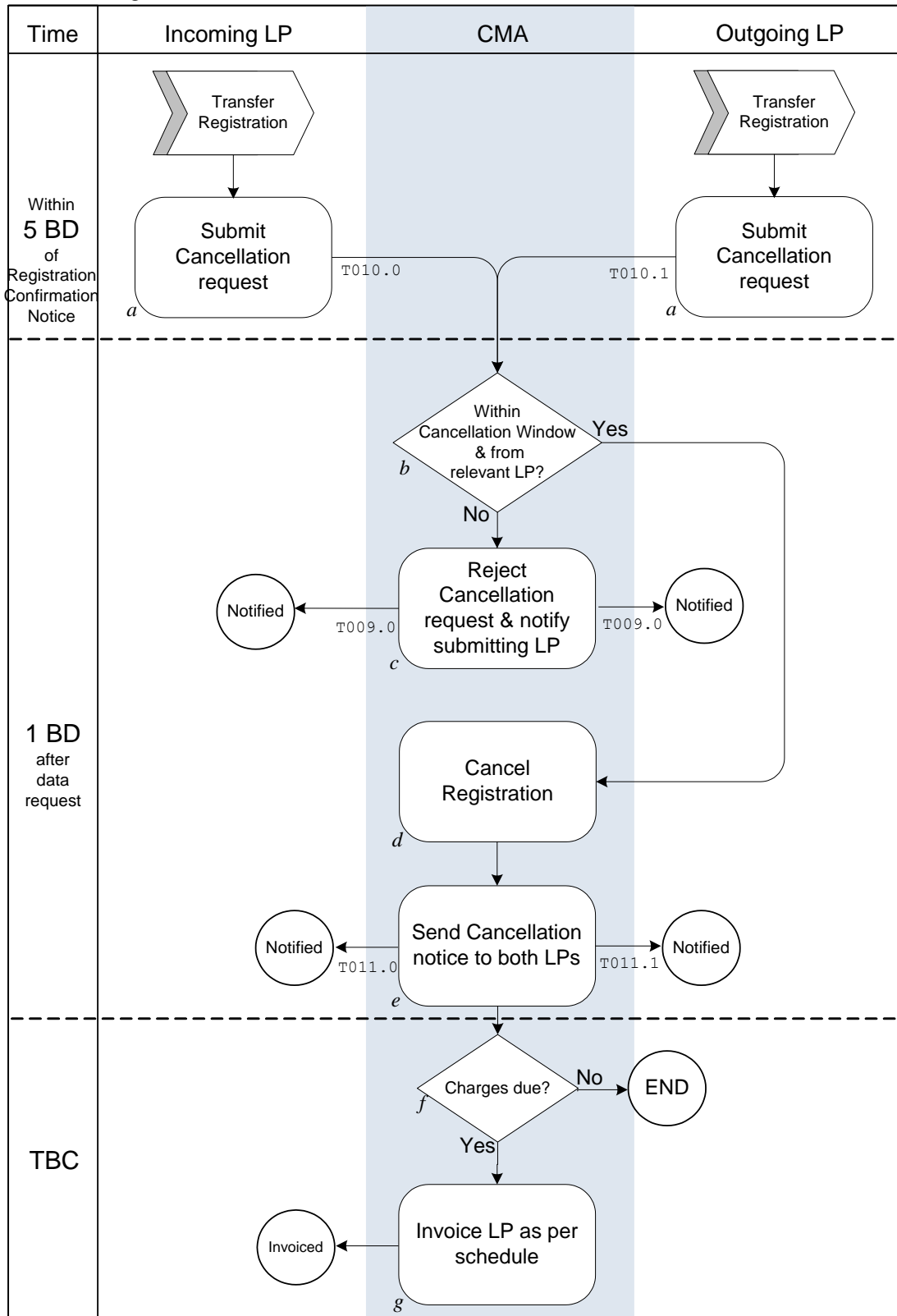
**Decision f, Step g: CMA raises Additional Service Charge:**

The CMA shall invoice the Licensed Provider which submitted the Cancellation Request in respect of any applicable Additional Service Charge. Alternatively, where the Cancellation Request was issued by a Self Supplier following an erroneous Transfer Registration Application by another Licensed Provider, the CMA shall submit the invoice for the Additional Service Charge to that Incoming Licensed Provider.

## 2.2 Process Diagram

### Cancel Registration

Updated 09 May 2007

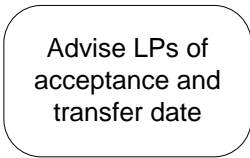
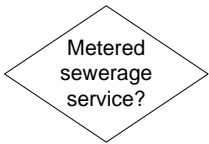
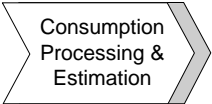
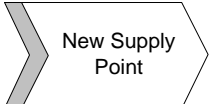
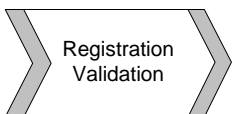

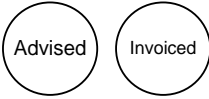




## 2.3 Interface and Timetable Requirements

step ID	Action/ Decision	Process Step	From	To	Time parameter	Comments	Mkt code Ref	Clause	(indicative) Data Transaction ID
a	S	Submit Cancellation Request	Incoming LP	CMA	within Cancellation Window		5.6.1		T010.0
a	S	Submit Cancellation Request	Outgoing LP	CMA	within Cancellation Window		5.6.2/3		T010.1
b	D	Within Cancellation Window, from relevant LP & valid Cancellation code?	CMA	internal	1BD of receipt of Cancellation request	LP take into account its role i.e. Incoming or Outgoing, in issuing a Cancellation Request			
c	S	Reject Cancellation Request and notify submitting LP	CMA	LP	1BD of receipt of Cancellation request	Only the LP that submitted the request will be informed of the rejection			T009.0
d	S	Cancel Registration	CMA	internal	1BD of receipt of Cancellation request	Where a Cancellation Request is not rejected, the CMA will implement the Cancellation			
e	S	Send Cancellation notice	CMA	Incoming LP	1BD of implementing Cancellation				T011.0
e	S	Send Cancellation notice	CMA	Outgoing LP	1BD of implementing Cancellation				T011.1
f	D	Additional Service Charge due?	CMA	internal	TBC				
g	S	Invoice LP	CMA	LP	TBC		7.3.5		

## Appendix 1 – Process Diagram Symbols

Symbol	Name	Details
	Step	An action step. It appears in the “swimlane” of the party responsible for performing the action.
	Decision	A decisive question rather than an action. Followed by Yes or No, or occasionally WS (Water Service) or SS (Sewerage Service) the process splits depending on the answer to the question in the decision diamond.
	To another process	A flow in, or input to, another documented process
	From another process	A flow in, or output from another documented process.
	To and from another process	Used where a process is embedded within another. At this point, go to the embedded process chart before returning to the one in which it is embedded.
	End	Used after a decision diamond, generally to mean “do nothing” as it is the end of the process.
	Advised/Invoiced	Used after a process step to show “passive” action on the part of a data flow receiver e.g. to represent “Advised” or “Invoiced”
<i>g</i>	Step/Decision reference	An alphabetic reference beside each step and decision. This reference appears on the table in each section to facilitate reading the table against the process flowcharts.
T005.2	Data Transaction reference	Reference to the data transaction occurring as an output from the step it appears next to.