

## **SCHEDULE 33 – DISCONNECTIONS**

### **1. INTRODUCTION**

#### **Purpose**

- 1.1 This Schedule sets out the processes that DNO/IDNO Parties and Supplier Parties shall undertake in order to ensure that disconnection of one or more Metering Points will result in a successful De-registration of a Metering Point.

#### **Scope and Objectives**

- 1.2 The scope of this Schedule is limited to governance and procedures related to the carrying out of Physical Disconnections and Logical Disconnections, and subsequent De-registration of Metering Points, save where the affected Metering Points relate to one or more Unmetered Supplies.

- 1.3 The objectives of this Schedule are to:

- (a) document procedures for the management of Physical Disconnections;
- (b) document procedures for the management of Logical Disconnections;
- (c) establish communication methods for the capture and transfer of information as required by DNO/IDNO Parties, Supplier Parties, and MPAS Providers to carry out disconnections and subsequent de-activation of Metering Points; and
- (d) define the processes relating to the passing of data between parties in relation to disconnections.

#### **Exclusions**

- 1.4 The following are specifically excluded from the scope of this Schedule:

- (a) matters relating to the contractual arrangements between a DNO/IDNO Party and a Customer;
- (b) any costs relating to asset recovery by a Supplier Party;

- (c) private network disconnections; and
- (d) matters relating to the disconnection of Unmetered Supplies that fall under the governance of the Balancing and Settlement Code (BSC).

### Glossary of Terms

1.5 Words beginning with a capital letter that are not otherwise defined in this Schedule have the meanings given to them in Clause 1 of the main body of this Agreement, and the rules of interpretation set out in that Clause 1 also apply.

1.6 In this Schedule unless the context otherwise requires, the expressions below shall have the meanings set out below.

**Active Green Deal Plan** means a Green Deal Plan for which Green Deal Charges are scheduled or expected to be scheduled, as indicated by the fact that the associated Metering Point is indicated as being a Green Deal Metering Point.

**Customer** has the meaning given to that term in Paragraph 3.2 of this Schedule.

**Data Flow** has the meaning given to that term in the Energy Market Data Specification

**Disconnection Programme** means a situation in which multi-site Physical Disconnections at several sites are required to take place as part of a planned programme of works.

**Green Deal** means the green deal scheme established pursuant to Part 1, Chapter 1 of the Energy Act 2011

**Green Deal Charges** means payments required to be made under a Green Deal Plan by a Green Deal Bill Payer, as referred to in section 1(6) of the Energy Act 2011

<b>Green Deal Metering Point</b>	means any Metering Point where data items ‘GD MPAN ETD’ and ‘GD MPSAN EFD’ together indicate there is a Green Deal Plan in respect of the relevant premises
<b>Green Deal Plan</b>	has the meaning given to "green deal plan" in section 1(3) of the Energy Act 2011
<b>Logical Disconnection</b>	means the activities relating to the De-Registration of a Metering Point, where this is due to a change to the supply making one or more MPANs redundant.
<b>Meter Serial Number</b>	means the unique identifier for an individual meter point device.
<b>Physical Disconnection</b>	means the removal of the electrical supply to a Metering Point, including any activities required to make safe.
<b>Section 80 Notice</b>	means a notice of intended demolition made to a local authority in accordance with Section 80 of the Building Act 1984
<b>Section 81 Notice</b>	means a notice issued by a local authority in accordance with Section 81 of the Building Act 1984.
<b>Secure Data Exchange Portal</b>	has the meaning given to that term in the Retail Energy Code

## **2. CONTEXT**

- 2.1 Where a person is seeking to commence demolition works to individual premises (one or many) or units, it is anticipated that they are likely to contact the relevant DNO/IDNO Party in the first instance in order to arrange for any residual electricity supply to be made safe.
- 2.2 A DNO/IDNO Party may decide to provide a quote and require to be paid for the work required in carrying out the Disconnection. In order to provide the quotation, the DNO/IDNO Party will need to collect and collate a variety of information.

- 2.3 There will also be instances whereby a person may first contact a Supplier Party directly, for example in relation to a single residential property. In these cases, the Supplier Party shall advise that person that the disconnection process is led by the DNO/IDNO Party, and may offer to take the relevant information from them and send it to that DNO/IDNO Party.
- 2.4 The intent of this Schedule is to provide a standard process such that each multi-site Disconnection Programme, single-site Physical Disconnection or any Logical Disconnection can be completed through key steps and information exchanges to ensure it is completed successfully for all impacted organisations.

### **3. PRINCIPLES**

- 3.1 A Disconnection Programme relates to situations where more than one Physical Disconnection will be required.
- 3.2 It is expected that organisations initiating Disconnection Programmes via contact with the DNO/IDNO Party might include local authorities, social landlords, and building developers. For the purpose of this Schedule, these organisations and any property owner (or other person acting on their behalf) are collectively referred to as the “Customer”, meaning the person that is the requestor of the Disconnection(s).
- 3.3 In the event of a Disconnection Programme, it is anticipated that the DNO/IDNO Party will drive the process as the party with whom the Customer contracts and whom the Customer will pay to facilitate the physical work required to Disconnect the supplies.
- 3.4 The DNO/IDNO Party shall remain the primary point of contact with the Customer throughout the Physical Disconnections procedure, and shall ensure that the Supplier Party and other market participants are kept informed in accordance with relevant governance, including this Schedule.
- 3.5 Where the Customer contacts a Supplier Party first in respect of a Physical Disconnection, the Supplier Party shall advise the Customer that the process is led by the DNO/IDNO Party and may offer to collect the relevant information the DNO/IDNO Party needs and send it to them via a Data Flow.

- 3.6 Nothing in this Schedule shall relieve Parties of any of their obligations in respect of any Energy Code.
- 3.7 There are a number of key activities required in order to ensure that a disconnection is completed successfully. This Schedule sets out a logical set of steps, but recognises that some events may occur in parallel for instances both of Physical Disconnections and Logical Disconnections.
- 3.8 Parties shall provide a point of contact for this procedure, which may be their Contract Manager or such other named individual as that Party nominates.
- 3.9 Where personal data relating to a Customer is exchanged between Parties for the purposes of this Schedule, this shall be sent via the Secure Data Exchange Portal (except as otherwise stated in this Schedule).

#### **4. SINGLE-SITE PHYSICAL DISCONNECTION**

- 4.1 This procedure is used where a Physical Disconnection is required to take place at a single site, which may include more than one MPAN where associated Metering Points exist.

##### **Step 1 - Customer requests disconnection**

##### **Step 1a - Customer contacts DNO/IDNO Party**

- 4.2 Where the Customer contacts the relevant DNO/IDNO Party to agree the details of the Disconnection, and in order to ensure that the DNO/IDNO Party can provide information to the Supplier Party and schedule the work efficiently, the following shall be collected by the DNO/IDNO Party but may be collected prior to the sending of the D0352 Data Flow in relation to the planned Physical Disconnection:
- (a) address of the property;
  - (b) date from which the Customer will have responsibility for the site, if not already responsible;

- (c) contact details for the Customer, including name and telephone number for both works relating to any meter asset removal and for site works to disconnect supply; and
  - (d) contact details for site access if different to those for the Customer.
- 4.3 The following additional information shall be provided prior to the sending of the D0352 Data Flow, but is not critical to begin the Disconnection process:
- (a) MPAN (s) and Meter Serial Number(s), if known;
  - (b) planned demolition date;
  - (c) earliest dates for both meter removal and disconnection (if meter(s) at site); and
  - (d) whether any Active Green Deal Plans are associated with the Metering Point(s) at the property to be Disconnected.
- 4.4 Where the Customer is not the person responsible for the property at the time of initial contact, the DNO/IDNO Party may require that a letter of authority be provided. Any such letter shall:
- (a) clearly identify the person(s) currently responsible for the property; and
  - (b) confirm the Customer's authority to act in relation to the Disconnection of the supplies.
- 4.5 Where the Customer is not the person responsible for the site, a DNO/IDNO Party shall be under no obligation to undertake any further activities in relation to the Disconnection unless and until the letter referred to in Paragraph 4.4 is provided.
- 4.6 Once all relevant information is received, the DNO/IDNO Party may provide a quote to the Customer within twenty (20) Working Days, in order to minimise delay to the process.

#### **Step 1b - Customer contacts Supplier Party**

- 4.7 Where the Customer has initially contacted the Supplier Party to arrange for a Disconnection to take place, that Supplier Party shall advise the Customer that the

disconnections process is led by the DNO/IDNO Party, but they may offer to take information from the Customer and send it on to the DNO/IDNO Party and inform the Customer that the DNO/IDNO Party will contact them in due course to make arrangements for the Disconnection.

## **Step 2 - Supplier Party collects Customer information**

4.8 Where it elects to obtain information from the Customer, the Supplier Party shall obtain:

- (a) the address of the property;
- (b) contact details for the Customer including name and telephone number for both works relating to any meter asset removal and for site works to disconnect supply;
- (c) MPAN (s); and
- (d) details of how the Customer wishes to be contacted.

4.9 The Supplier Party shall:

- (a) identify if an Active Green Deal Plan is associated with the relevant Metering Point and if so, shall advise the Customer that a Metering Point cannot be Disconnected where an Active Green Deal Plan is associated to it; and
- (b) identify if the relevant Metering Point is a Related Metering Point and if so, shall not un-relate the Metering Point as documented in the Retail Energy Code, until it has received a D0352 *Notification of Physical Disconnections* or the metering system has been removed.

## **Step 3 - Supplier Party sends Customer information to DNO/IDNO Party**

4.10 Where it has collected the information set out in Paragraph 4.8 from the Customer, the Supplier Party shall send it to the DNO/IDNO Party within two (2) Working Days using the D0132 *Details of Disconnection of Supply* Data Flow.

## **Step 4 - DNO/IDNO Party confirms property and Metering Point(s) affected**

- 4.11 Following either receipt of a D0132 *Details of Disconnection of Supply* Data Flow from the Supplier Party (whereby the DNO/IDNO Party shall attempt to contact the Customer within two (2) Working Days) or at the point the Customer contacts the DNO/IDNO Party directly, that DNO/IDNO Party shall obtain from its MPAS Provider confirmation of:
- (a) addresses;
  - (b) MPAN (s) for the affected Metering Points (including any indicators of Active Green Deal Plans being associated to a Metering Point); and
  - (c) Supplier Parties impacted by the Disconnection.
- 4.12 Where the DNO/IDNO Party is not responsible for the affected Metering Point(s), and recognising that the supplies may be on a network which does not fall under Great Britain market arrangements, they shall inform the Customer and (to the extent that such information is available to it), provide information regarding the network operator whom the Customer will need to contact.

#### **Step 5 - DNO/IDNO Party checks for Green Deal Plan(s)**

- 4.13 Where an Active Green Deal Plan is associated to the relevant Metering Point, the DNO/IDNO Party shall inform the Customer of that fact, and that the person responsible for Green Deal Charges for that Green Deal Plan will need to contact the Green Deal Provider to arrange payment of any monies due before Disconnection can take place.
- 4.14 In this instance, the DNO/IDNO Party shall also advise the Customer that Disconnection(s) cannot take place until such time as no Active Green Deal Plan is associated to the relevant Metering Point(s).

#### **Step 6 - DNO/IDNO Party agrees work required**

- 4.15 A DNO/IDNO Party shall be entitled to agree any commercial arrangements with the Customer prior to any works commencing in relation to a Disconnection.

#### **Step 7 - Cancellation of the Disconnection(s)**

- 4.16 Where a Customer does not agree a contract with the DNO/IDNO Party or does not settle the quote, the DNO/IDNO Party shall be entitled to cancel the work to be carried out.
- 4.17 Where the details of a Disconnection request have previously been received via a D0132 *Details of Disconnection of Supply* Data Flow, and the DNO/IDNO Party decides not to proceed with the Disconnection, it shall inform the relevant Supplier Party(ies) within two (2) Working Days of cancellation using a D0262 *Rejection of Disconnection* Data Flow.

#### **Step 8 - DNO/IDNO Party informs Supplier Party(s) of planned Disconnection**

- 4.18 In order to allow that the Supplier Party(ies) affected by the planned Disconnection is able to make any required updates to bill payer accounts, and recover any assets as may be required, the DNO/IDNO Party shall send information relating to Disconnections to the relevant Supplier Party(ies) using a D0352 *Notification of Physical Disconnections* Data Flow.
- 4.19 The DNO/IDNO Party shall send the D0352 *Notification of Physical Disconnections* Data Flow to notify the Supplier Party of the planned disconnection date as soon as possible, and in any event no later than five (5) Working Days from the date a contractual agreement is in place between the Customer and the DNO/IDNO Party<sup>23</sup>.
- 4.20 Where the DNO/IDNO Party' records indicate any meters are still in situ, it shall ensure that the disconnection date is at least ten (10) Working Days after the date the D0352 *Notification of Physical Disconnections* Data Flow is sent. Where the DNO/IDNO Party' records indicate no meters are present, this advance notification of Disconnection may be reduced to five (5) Working Days.
- 4.21 For the avoidance of doubt, the DNO/IDNO Party shall assume that meters are at site if they are unable to verify previous removal.

#### **Step 9 - Supplier Party receives notification of Disconnection**

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<sup>23</sup> The contractual agreement begins once the disconnection date is agreed between both parties

4.22 On receipt of a D0352 *Notification of Physical Disconnections* Data Flow, a Supplier Party shall contact the DNO/IDNO Party via telephone or e-mail as soon as possible, and in any event within five (5) Working Days, if that Supplier Party's records indicate that:

- (a) any incorrect Metering Points have been identified for Disconnection; or
- (b) meters are still in situ, and it wishes to agree arrangements to obtain meter reads or asset.

4.23 If the relevant Metering Point is a Related Metering Point, a Supplier Party shall unrelate the Metering Point, as documented in the Retail Energy Code, prior to the disconnection date notified in the D0352 *Notification of Physical Disconnections* Data Flow.

#### **Step 10 - Asset recovery**

4.24 Where a Supplier Party wishes to obtain final meter readings and/or recover meter assets from the site, it shall do so prior to the disconnection date notified under Paragraph 4.20.

#### **Step 11 - DNO/IDNO Party carries out Disconnection at site**

4.25 Having issued appropriate notifications under Paragraph 4.18, the DNO/IDNO Party shall in the event of a Physical Disconnection carry out the physical site works to disconnect the Metering Point, and, although not obliged to do so, may, if practical, obtain a final meter reading and recover any assets remaining on-site.

#### **Step 12 - DNO/IDNO Party updates counter parties**

4.26 Once the disconnection is completed, the DNO/IDNO Party shall:

- (a) provide a notice to the Customer that the power has been safely Disconnected;
- (b) provide information to the relevant Meter Operator Agent regarding any assets recovered by the DNO/IDNO Party, and associated final reads;

- (c) verify that the relevant Metering Point is not a Related Metering Point. If it is not, provide:
  - (i) for non-MHHS a notification to Supplier Parties that the Disconnection has been completed, using the D0125 *Confirmation of Disconnection of Supply* Data Flow, or other means as agreed; and
  - (ii) a notification to its MPAS Provider that the Metering Point has been Disconnected (such notification to be made within five (5) Working Days of the date that the disconnection took place).

4.27 If the relevant Metering Point is still a Related Metering Point, contact the relevant Supplier Party to advise that the Metering Point has not been un-related as set out in Paragraphs 4.9(b) and 4.23.

#### **Step 12A – MPAS sends notification of Disconnection**

4.27A For MHHS MPANs, once MPAS has received the notification from the DNO/IDNO Party of the Disconnection it shall notify the Supplier Party in accordance with the BSC.

#### **Step 13 - Supplier Party sends a Registration De-Activation Request to CSS Provider**

4.28 Once the Supplier Party has been notified of the completed Disconnection it shall, in accordance with the Retail Energy Code, contact the DNO/IDNO Party if that Supplier Parties' records indicate that the Metering Point should not have been Disconnected and is still in use.

4.29 Where no issue is identified in accordance with Paragraph 4.28, the Supplier Party shall, on receiving notification of the completed Disconnection, send a Registration De-Activation Request to the CSS Provider in accordance with the Retail Energy Code.

### **5. MULTI-SITE PHYSICAL DISCONNECTIONS**

5.1 This procedure is used where a Disconnection Programme is carried out.

#### **Step 1 - Customer requests disconnection**

##### **Step 1a - Customer contacts DNO/IDNO Party**

- 5.2 Where the Customer contacts the relevant DNO/IDNO Party to agree details of a Disconnection Programme, and in order to ensure that the DNO/IDNO Party can provide information to the affected Supplier Party(ies) and schedule the work efficiently, the following shall be collected by the DNO/IDNO Party at a date prior to commencement of any site works in relation to the planned Disconnection:
- (a) addresses of the properties;
  - (b) date from which the Customer will have responsibility for the site, if not responsible;
  - (c) contact details for the Customer, including name and telephone number for both works relating to any meter asset removal and for site works to Disconnect supplies; and
  - (d) contact details for site access if different to those for the Customer.
- 5.3 The following information shall be obtained prior to the disconnections being finalised, but is not required to begin the disconnection process:
- (a) MPANs and Meter Serial Numbers, if known;
  - (b) planned demolition date(s);
  - (c) earliest dates for both meter removal and Disconnection (if meters at site);
  - (d) any Section 80 Notice or Section 81 Notice issued in accordance with the Building Act 1984; and
  - (e) whether any Active Green Deal Plans are associated with any of the Metering Points at properties to be Disconnected.
- 5.4 Where the Customer is not the person responsible for the sites at the time of initial contact, a DNO/IDNO Party may require that a letter of authority is provided. Any such letter (which may relate to an overall development programme that includes a site purchase and/or clearance) shall:
- (a) clearly identify the person(s) currently responsible for the property(ies); and

- (b) confirm the Customer's authority to act in relation to the Disconnection of the supplies.

5.5 Once all relevant information is received, a DNO/IDNO Parties may provide a quote to the Customer within twenty (20) Working Days, in order to minimise delay to the process.

### **Step 1b - Customer contacts Supplier Party**

5.6 Where a Customer has initially contacted a Supplier Party to arrange for the Disconnections to take place, that Supplier Party shall advise the Customer that the disconnections process is led by the DNO/IDNO Party and refer the Customer directly to the relevant DNO/IDNO Party.

5.7 The Supplier Party shall:

- (a) identify if an Active Green Deal Plan is associated with the relevant Metering Point and if so, shall advise the Customer that a Metering Point cannot be Disconnected where an Active Green Deal Plan is associated to it; and
- (b) identify if the relevant Metering Point is a Related Metering Point and if so, shall not un-relate the Metering Point, as documented in the Retail Energy Code, until it has received a D0352 *Notification of Physical Disconnections* or the metering system has been removed.

### **Step 2 - DNO/IDNO Party confirms properties and Metering Points affected**

5.8 At the point the Customer contacts the DNO/IDNO Party directly, that DNO/IDNO Party shall obtain, from its MPAS Provider confirmation of:

- (a) addresses;
- (b) MPANs for the affected Metering Points (including any indicators of Active Green Deal Plans being associated to any Metering Points); and
- (c) Supplier Parties impacted by the Disconnection Programme.

5.9 Where the DNO/IDNO Party is not responsible for some or all of the affected Metering Points, and recognising that the supplies may be on a network which does not fall under

Great Britain market arrangements, they shall inform the Customer and (to the extent that such information is available to it) provide information regarding the network operator whom the Customer will need to contact.

### **Step 3 - DNO/IDNO Party checks for Green Deal Plan(s)**

- 5.10 Where an Active Green Deal Plan is associated to one or more relevant Metering Points, the DNO/IDNO Party shall inform the Customer of that fact, and that the person responsible for Green Deal Charges for that Green Deal Plan will need to contact the Green Deal Provider to arrange payment of any monies due before Disconnection can take place.
- 5.11 In this instance, the DNO/IDNO Party shall also advise the Customer that Disconnections cannot take place until such time as no Active Green Deal Plan is associated with the relevant Metering Point(s).

### **Step 4 - DNO/IDNO Party agrees work required**

- 5.12 A DNO/IDNO Party shall be entitled to agree any commercial arrangements with the Customer prior to any works commencing in relation to a Disconnection Programme.

### **Step 5 - Cancellation of the disconnections**

- 5.13 Where a Customer does not agree a contract with the DNO/IDNO Party or does not settle the quote, the DNO/IDNO Party shall be entitled to cancel the work to be carried out.

### **Step 6 - DNO/IDNO Party informs Supplier Party(ies) of planned disconnections**

- 5.14 In order to allow that the Supplier Party(ies) affected by the planned disconnections are able to make any required updates to bill payer accounts, and recover any assets as may be required, the DNO/IDNO Party shall send information relating to the Disconnections to each relevant Supplier Party using a D0352 *Notification of Physical Disconnections* Data Flow.
- 5.15 The DNO/IDNO Party shall send the D0352 *Notification of Physical Disconnections* Data Flow to notify the Supplier Party of the planned disconnection date as soon as

possible, and in any event no later than five (5) Working Days from the date a contractual agreement is in place between the Customer and the DNO/IDNO Party.

- 5.16 Where the DNO/IDNO Party' records indicate any meters are still in situ, it shall ensure that the disconnection date is at least 25 (twenty-five) Working Days after the date the D0352 *Notification of Physical Disconnections* Data Flow is sent. Where the DNO/IDNO Party' records indicate no meters are present the advance notification of Disconnection may be reduced to five (5) Working Days.
- 5.17 For the avoidance of doubt, DNO/IDNO Parties shall assume that meters are at site if they are unable to verify previous removal.

#### **Step 7 - Supplier Party receives notification of Disconnection**

- 5.18 On receipt of a D0352 *Notification of Physical Disconnections* Data Flow, a Supplier Party shall contact the DNO/IDNO Party, via telephone or e-mail, as soon as possible and in any event within five (5) Working Days, if that Supplier Party's records indicate that:
- (a) any incorrect Metering Points have been identified for Disconnection;
  - (b) meters are still in situ, and it wishes to agree arrangements to obtain meter reads or asset; or
  - (c) there is any other relevant issue with any Metering Point.
- 5.19 If any relevant Metering Point is a Related Metering Point, a Supplier Party shall unrelate the Metering Point, as documented in the Retail Energy Code, prior to the disconnection date notified in the D0352 *Notification of Physical Disconnections* Data Flow.

#### **Step 8 - Asset Recovery**

- 5.20 Where a Supplier Party wishes to obtain final meter readings and/or recover meter assets from the site(s), it shall do so prior to the disconnection date(s) notified under Paragraph 5.15 of this procedure.

#### **Step 9 - DNO/IDNO Party carries out Disconnections at site.**

5.21 Having issued appropriate notices under Paragraph 5.14, the DNO/IDNO Party may carry out the physical site works to Disconnect the Metering Points and, although not obliged to do so, may, if practical, obtain final meter readings and recover any assets remaining on-site.

#### **Step 10 - DNO/IDNO Party updates affected parties**

5.22 Once the Disconnection is completed, the DNO/IDNO Party shall provide:

- (a) provide a notice to the Customer that the power has been safely Disconnected;
- (b) provide information to the relevant Meter Operator Agent regarding any assets recovered by the DNO/IDNO Party, and associated final reads;
- (c) verify that the relevant Metering Point is not a Related Metering Point. If it is not, provide:
  - (i) for non-MHHS, a notification to Supplier Party(ies) that the Disconnection has been completed, using the D0125 *Confirmation of Disconnection of Supply* Data Flow, or other means as agreed; and
  - (ii) a notification to its MPAS Provider that the Metering Point has been Disconnected (such notification to be made within five (5) Working Days of the date that the Disconnection took place).

5.23 If the relevant Metering Point is still a Related Metering Point, contact the relevant Supplier Party to advise that the Metering Point has not been un-related as set out in Paragraphs 5.7(b) and 5.19.

#### **Step 10A – MPAS sends notification of Disconnection**

5.23A For MHHS MPANs, once MPAS has received the notification from the DNO/IDNO Party of the Disconnection it shall notify the Supplier Party in accordance with the BSC.

#### **Step 11 - Supplier Party sends a Registration De-Activation Request to CSS Provider**

5.24 Once the Supplier Party has been notified of the completed Disconnection it shall, in accordance with the Retail Energy Code, contact the DNO/IDNO Party if that Supplier

Parties' records indicate that the Metering Point should not have been Disconnected and is still in use.

- 5.25 Where no issue is identified in accordance with Paragraph 5.24, the Supplier Party shall, on receiving notification of the completed Disconnection, send a Registration De-Activation Request to the CSS Provider in accordance with the Retail Energy Code.

## **6. LOGICAL DISCONNECTIONS**

- 6.1 This procedure is used where a Logical Disconnection is required.

### **Step 1 - Notifying the DNO/IDNO Party of a request for disconnection of supply**

- 6.2 The Supplier Party shall:

- (a) identify if an Active Green Deal Plan is associated with the relevant Metering Point. If so, the Supplier Party shall identify if another Metering Point exists at the property for the same Customer; and
  - (i) if another Metering Point exists at the property for the same Customer, the Supplier Party shall arrange to transfer the Green Deal Plan to the other Metering Point as defined in the Retail Energy Code; or
  - (ii) if no other Metering Point exists at the property for the same Customer, the Supplier Party shall not disconnect the Metering Point until such time as there is no Active Green Deal Plan associated with it; and
- (b) identify if the relevant Metering Point is a Related Metering Point as the Supplier Party will need to un-relate the Metering Point as documented in the Retail Energy Code, before the DNO/IDNO Party can proceed with the disconnection request.

- 6.3 The Supplier Party shall ensure that there is no foreseeable future use for the Metering Point and in those circumstances shall request a Logical Disconnection via the relevant DNO/IDNO Party using a D0132 *Request for Disconnection of Supply* Data Flow.

6.4 The Supplier Party shall follow these principles when populating a D0132 *Request for Disconnection of Supply* Data Flow:

- (a) the 'Disconnection Type' (Data Item J1648) shall be populated with a value of 'A' to indicate a Logical Disconnection (redundancy of an additional MPAN);
- (b) any information that enables the DNO/IDNO Party to undertake their responsibilities, including the reason for the request, details of De-energisation works (where appropriate), and an explanation of why there is no foreseeable future use for the Metering Point, shall be detailed in the Additional Information field (Data Item J0012); and
- (c) the Appointment Date (Data Item J0174) should be the date that any additional MPAN was made redundant. The DNO/IDNO Party shall use this as the date of disconnection of the MPAN.

### **Step 2 - DNO/IDNO Party receives details of disconnection**

6.5 Following receipt of a D0132 Data Flow requesting a Logical Disconnection, a DNO/IDNO Party shall respond to the Supplier Party within five (5) Working Days, either:

- (a) for non-MHHS, accepting the request using a D0125 *Confirmation of Disconnection of Supply* Data Flow, or other means as agreed; or
- (b) rejecting the request using a D0262 *Rejection of Disconnection Data Flow*.

6.6 For the avoidance of doubt, the DNO/IDNO Party should always reject the disconnection request if the relevant Metering Point is a Related Metering Point, there is an Active Green Deal Plan associated with it, or MPAS indicates metering is still present.

### **Step 3 - DNO/IDNO Party notifies MPAS of disconnection**

6.7 The DNO/IDNO Party shall issue a notification to its MPAS Provider within five (5) Working Days of confirming acceptance of the Supplier Party's request.

**Step 3A – MPAS sends notification of Disconnection**

6.7A For MHHS MPANs, once MPAS has received the notification from the DNO/IDNO Party of the Disconnection it shall notify the Supplier Party in accordance with the BSC.

**Step 4 - Supplier Party sends Registration De-Activation Request to CSS Provider**

6.8 The Supplier Party shall, on receiving notification of the accepted Disconnection, send a Registration De-Activation Request to the CSS Provider in accordance with the Retail Energy Code.

**7. LOGICAL DISCONNECTIONS – BULK UPDATES**

7.1 A bulk update will be deemed to be 50 or more requests at any one time per Supplier Party. That Supplier Party will then enter into a bi-lateral agreement with the appropriate Distribution Company. The Distribution Company will determine the progress of such a request based on the number of similar requests received at any given time. It is expected that the requesting Supplier Party will have carried out all the relevant checks as per an individual request as outlined in Paragraph 6 above prior to submitting a bulk request.