

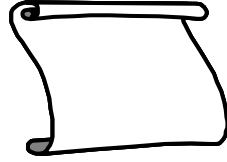
# Market Participant Kit Version 9.9

August 30, 2017

Issued by SP Services Ltd

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<b>Version Number</b>	<b>Version Date</b>	<b>Summary of Changes Made to Previous Version</b>
1.0	Jul 30, 2001	Created.
1.1	Aug 03, 2001	Incorporated feedback from PSL, Deloitte Consulting and PA Consulting.
1.2	Sep 03, 2001	<p>To reflect that all timings have been clarified, a new paragraph in section 5.2 defines the meaning of the "business day" terms.</p> <p>References to "final bill sent confirmations" have been removed as these related to an internal MSSL system.</p> <p>The alternative flow "The MSSL does not respond within the necessary timeframe" has been removed whenever it occurred as it referred to an internal MSSL communication, not a MSSL response to a Participant.</p> <p>For disconnections initiated by an NMPR or MPR the consumer is re-notified of the new disconnection date if the date becomes invalid and a new date is required.</p> <p>The states that a transaction moves to within each subsection of section 5 have been updated.</p>

Version Number	Version Date	Summary of Changes Made to Previous Version
		<p>The validation rules surrounding disconnection dates have been updated to help ensure the Transmission Licensee is notified of the disconnection at least 10 business days in advance. When a disconnection is received, it is checked to ensure the date is after close of business on the 13<sup>th</sup> business day after the current system date. Just prior to updating the MSSL consumer system, the date is rechecked to ensure it is after close of business on the 11<sup>th</sup> business day after the current system date.</p> <p>The check that disconnection dates are 11 business days after the current system date is now made after the request's status is set to "Consumer Notification Made".</p> <p>Multiple transaction rules have been defined. See section 5.3 for a summary of the rules.</p> <p>DMPs can now submit their own disconnections.</p> <p>When the EBT electronically sends a request for a new date for a transfer or disconnection, the receiving party must send back a transaction acknowledgment indicating receipt of this notice. All relevant transfer and disconnections in section 5 have been modified accordingly.</p> <p>A new EBT has been added called Dispatch Pricing Data. This involves receiving pricing data from the Market Company and dispatching it to the RSS system. See the new process in section 5.6.14.</p> <p>Cancellation rules have been enhanced. For transfers and disconnections the MSSL and the end consumer should always have the opportunity to cancel. Cancellations can be accepted up until two full business days before the action date. The cancel transaction processes in sections 5.7.3 (note that this transaction has been moved to section 5.6 because it can now be either initiated by a Participant (a consumer) or by the MSSL), and 0 have been updated accordingly.</p> <p>The alternative flows in section 5 relating to the initiating party wishing to terminate the transaction have been removed as the rules around cancellations are outlined in sections 5.7.3 and 0.</p>
		<p>Consumer history sent confirmations are only received when the delivery method is manual. Modifications have been made to section 5.6.1 and a new transaction has been added in section 5.7.4.</p>

<b>Version Number</b>	<b>Version Date</b>	<b>Summary of Changes Made to Previous Version</b>
1.21	Sep 20, 2001	Typographic errors corrected.
1.3	Oct 1, 2001	<p>Added explicit mention of disconnection, invoices for vesting credits, and cancellation functionality in section 3.</p> <p>Removed following superfluous sentence from section 3: "Conveying usage data to the Market Operator is outside the scope of EBT."</p> <p>A new type of consumer transfer (5.5.8) has been added, enabling the MSSL to initiate the transfer of consumers from NMPR/MPR supply to MSSL supply. The transaction is used when a retailer defaults.</p> <p>Added Account Closure (5.6.10) and Temporary Disconnection (5.6.11) transactions, and removed the existing disconnection transactions. Also, added these to Cancel Transactions (0 and 5.7.3).</p> <p>There is a new timing limit (section 5.2) for transfers and billing option changes to ensure the action date is at least on the next business day after the MSSL's current system date.</p> <p>Updated dates in section 6.5.</p> <p>When internal messages from RSS or RMRDMS fail validation they will no longer be placed on the exception report, they will appear on the error report. Updates have been made to sections 5.6.1 and 5.7.4.</p>

Version Number	Version Date	Summary of Changes Made to Previous Version
		<p>The multiple transaction rules have been updated to reflect the new account closure and temporary disconnection functionality. Also, the multiple transaction rules now ensure that when acceptance of the second transaction causes the first transaction to be terminated, the termination date validation rules must still be passed. If terminating the first transaction violates the termination date rules, it will not be terminated and the second transaction will be rejected. See section 5.3 for a summary.</p> <p>The descriptions for consumer transfers from NMPRs or MPRs have been combined, as the functionality of each was the same. See sections 5.6.2 to 5.6.9.</p> <p>Validation has been modified for consumer history requests – enabling a DMP to have their history data sent to another retailer or the MC. See section 5.6.1.</p>
1.31	Oct 11, 2001	<p>Fixed prerequisites of 5.7.4-Consumer History Request (Consumer Initiated), and removed stated need for a transaction acknowledgement.</p> <p>Changed 5.3 in Alternative Course of Events of 5.6.6-Consumer Transfer Request – NMPR/MPR to MPR to reflect that a transaction acknowledgement is required.</p>

Version Number	Version Date	Summary of Changes Made to Previous Version
1.4	Nov 23, 2001	<p>The Temporary Disconnection Request transaction has been split into two transactions, Involuntary Temporary Disconnection and Voluntary Temporary Disconnection. An Involuntary Temporary Disconnection can only be initiated by the MSSL. See sections 0, 5.6.11, and Cancel Transactions (0 and 5.7.3). These changes also resulted in updates to the transactions and table in section 3, as well as Time Limits and Multiple Transaction Rules.</p> <p>A new type of transaction acknowledgment has been added; a termination transaction acknowledgment is submitted when a Participant is responding to the receipt of a transaction terminated notification. Resulted in slight changes to the wording of transaction statuses in sections 5.6.5, 5.6.6, 5.6.7, 0 and 5.7.3.</p> <p>Moved Consumer Transfer Request – NMMPR/MPR to MSSL (Consumer Initiated) to section 5.5-MSSL Initiated Transactions as it is initiated by the MSSL on behalf of a consumer, not by a retailer on behalf of a consumer. Also updated the process to contain the correct status details and acknowledgements from the MSSL.</p> <p>When transaction requests are received by EBT there used to be a different process for dealing with the situation when the sending party ID was not provided or was not valid. This is no longer necessary and all validation failures are treated in the same manner, i.e. a transaction acknowledgment is dispatched and the error report is written to. Changes related to sections 5.6.10 and 5.6.11.</p> <p>Updated Market Participant Timeline dates in section 6.5.</p>
1.41	Dec 12, 2001	<p>Updated section 5.4 to reflect that invoice and usage notices are no longer required for the daily invoice and usage feeds.</p>

Version Number	Version Date	Summary of Changes Made to Previous Version
1.5	Mar 15, 2002	<p>Based on November 2001 version of the MSS Code</p> <p>Re-worded 5.5.8-Consumer Transfer Request – NMPR/MPR to MSSL (MSSL Initiated) to more strongly reflect that actions are undertaken solely by the MSSL systems; the only action the Participant’s system is aware of is the receipt of the final bill.</p> <p>Added 5.5.10-Account Closure from NMPR/MPR/DMP (MSSL Initiated)</p> <p>Added 5.5.11-Voluntary Temporary Disconnection from NMPR/MPR (MSSL/Consumer Initiated)</p> <p>Updated parts of sections 6-Market Participant Testing and 7-Market Participant Certification to reflect the actual testing and certification process as detailed in the Market Participant Test Kit</p> <p>Post objection termination notices are only valid if the action date is at least after 00:00:00 on the third business day after the current system date. See section <b>Error! Reference source not found.-Error! Reference source not found.</b></p> <p>Added 6 prefix to fax number</p> <p>Simplified versioning to refer to current version instead of previous version</p>
2.0	Jan 03, 2012	Major review and update according to industry practises to date and reference to current version of Electricity Act and MSS Code
3.0	Apr 19, 2013	Amend the earliest action date for CTR and BOC from next business day to the day after the next business day.
4.0	Sep 25, 2013	<p>Amend retailer hotline number.</p> <p>To specify that 2 weeks lead time is needed for Production Environment Preparation.</p>
5.0	Sep 25, 2014	Amend timeline to cater for PI development, network configuration and PI DR test
6.0	Oct 28, 2014	Updated that there will be no Change Complete Notifications for CTRs submitted for accounts pending activation.
7.0	Jan 15, 2015	Amend second waiting period for CTR objection from 10 business days to 3 business day under: 5.2 Time Limits, 5.5.8 Consumer Transfer Request - NMPR/MPR to MSSL (consumer initiated), 5.6.5 Consumer Transfer Request - NMPR/MPR to NMPR, 5.6.6 Consumer Transfer Request - NMPR/MPR to MPR and 5.6.7 Consumer Transfer Request - NMPR/MPR to DMP



<b>Version Number</b>	<b>Version Date</b>	<b>Summary of Changes Made to Previous Version</b>
8.0	Feb 15, 2015	Updated to include section on Demand Response Scheme
8.1	Mar 23, 2015	Updated to include transactions for dispatching of DRS invoice and usage data in Section 8.2
9.0	Apr 8, 2015	Updated Account Closure and TDV Initiation Period from 12 to 7 Business Days under 5.2
9.1	Apr 28, 2015	DRS: Updated wording for Account Closure (DRS) and Closure of Load Registered Facility
9.2	Jul 2, 2015	DRS: Updates for Multiple Transaction Rule
9.3	Dec 14, 2015	Updated section 6.5 to reflect the new timeline based on the discussion with Client Relations
9.4	May 30, 2016	<p>Updated under Full Retail Competition (FRC) for Singapore Market. Following Changes have been incorporated as a part of the update.</p> <ul style="list-style-type: none"> <li>- Introduction of following EBT processes .               <ol style="list-style-type: none"> <li>1) Switching from Non Market (Non Contestable) to Market (Contestable) Consumer</li> <li>2) Switching from Contestable to Non-contestable consumer</li> <li>3) Special Read Request from Retailers / consumer</li> <li>4) Mass Consumer Transfer</li> <li>5) SRLP Usage files</li> <li>6) Meter Option Change</li> <li>7) De-registration of DRS</li> </ol> </li> <li>- Change in existing process               <ol style="list-style-type: none"> <li>1) Removal of Objection and Termination notices for CTR</li> <li>2) Inclusion of request period for Consumer History Request</li> </ol> </li> </ul>
9.5	July 01, 2016	<p>Updated to incorporate following changes.</p> <ul style="list-style-type: none"> <li>- Enabling consumer transfer and meter option change in one business day for consumer having AMI meters</li> <li>- Consumer Self-read option for consumer transfer process for consumers having Mechanical meters</li> <li>- Enabling Non market to market consumer transfer to be performed earlier than original action date for early remediated AMI meters</li> </ul>

<b>Version Number</b>	<b>Version Date</b>	<b>Summary of Changes Made to Previous Version</b>
9.6	December 12, 2016	<ul style="list-style-type: none"> <li>- Updated to incorporate all SRLP metering customers for Self-Read</li> </ul> <p>Following sections of the document have been updated to incorporate above mentioned changes.</p> <p>Section 5.5 and Section 5.6</p>
9.7	March 03, 2017	<p>Following changes have been incorporated in the document.</p> <ul style="list-style-type: none"> <li>- Updated SPgroup logo</li> <li>- Changed of email address from mssl@singaporepower.com.sg to retailerhelp@spgroup.com.sg. Changed of contact number from 6488 0255 to 6570 5156</li> </ul>
9.8	March 23, 2017	<p>Updated contact from 6570 5156 to 6916 7228</p>
9.9	August 30, 2017	<p>Following changes have been incorporated in document.</p> <ul style="list-style-type: none"> <li>- Corrections in sections 5.5.6, 5.5.7 and 8.3.4 based on internal and external feedback</li> </ul>

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# 1 Introduction

The primary purpose of this Market Participant Kit (Kit) is to provide guidance and direction to Participants to help them to design, develop and deploy a software solution enabling access to the EBT system. The Kit also describes the process for market participant testing and certification.

This Kit contains the following:

- An overview of Participant systems' interaction with the MSSL
- The requirements for the Participants to integrate with the Electronic Business Transaction (EBT) system as defined in the Market Support Services (MSS) Code and the Singapore Electricity Act
- The Participant business processes supported and their associated message types
- Technical information related to the EBT system
- An overview of the procedure to be used for Market testing
- The Process to be used for Participant certification.

## 1.1 Audience

This Kit is produced by SP Services, and is issued to Participants in the New Energy Market.

## 1.2 Terminology

There are a number of terms that have specific meanings within the context of the EBT system. Some of these are defined in the relevant sections of the Electricity Act, or the MSS Code. Others are included here for reference.

<b>Term</b>	<b>Meaning</b>
Electronic Business Transaction (EBT)	A set of steps that must be followed for communication between a participant and the MSSL for services specified in Section 9 of the MSS Code.
Request	A message that is sent by a Participant to the EBT system in order to initiate an EBT.
Notices and Notifications	Messages that request or provide information relevant to a "Request". In this context, the notice is subordinate to the request. Exceptions to this subordination are the Billing and Usage data notices issued by the EBT system to Participants; these notices are generated as batches to provide invoicing and usage data.
Acknowledgements	Sent by either the EBT system or a Participant to confirm the receipt of a message. Errors encountered with the message sent by a Participant will be included in the Acknowledgement to that message sent by the EBT.

<b>Term</b>	<b>Meaning</b>
Service Transaction Requests	Used in the MSS Code to refer to the following EBTs – consumer transfers and disconnections, changing consumers’ billing option, consumer history requests, and terminating transactions.
Market Participant Consumer	An end-user consumer that takes supply from a market participant retailer.
Energy Market Company	The entity charged with operating the competitive wholesale electricity market and settling with all wholesale market participants.
Direct Market Participant	An end-user consumer that chooses to access the wholesale market directly by becoming a member of the pool and abiding by the market rules. These consumers will be billed for energy by the EMC and will be billed for grid charges by the MSSL.
Non Market Participant Retailer	A competitive supply company that chooses to access the wholesale market through the MSSL.
Static Residential Load Profile (SRLP)	A mechanism to convert consumption quantity measured over a period of time (i.e. from a kWh meter) into consumption quantities per half-hour interval using sample load profile data for residential customers.

## 2 MSS Code Requirements

The following section details the EBT-related requirements from the MSS Code. This information is provided so that Participants are fully informed as to all EBT-related requirements, and may thus have a better understanding of the operations of this system.

The information provided is subject to change, and the MSSL recommends that Participants ensure that they are kept informed of future changes.

The current version of the Market Support Services Code states that “The retail electronic business transaction system shall have the functionality required to:

- (a) Transmit, record and manage communications between a Market Support Services Licensee and a requesting party, other than a consumer that is not an EBT system participants, pertaining to service transaction requests.
- (b) Transmit all invoices delivered by a Market Support Services Licensee to Retail Electricity Licensees and market participant consumers who purchase directly from the wholesale electricity market.
- (c) Transmit all current usage data delivered by a Market Support Services Licensee to Retail Electricity Licensees and market participant consumers who purchase directly from the wholesale electricity market.
- (d) Transmit all historical consumer information, as described in section 11, to Retail Electricity Licensees, and market participant consumers who purchase directly from the wholesale electricity market, and the Market Company.”

**(See Section 9 of the MSS Code)**

In summary, the EBT system will receive Requests, Notices and Acknowledgements from Market Participants and will generate Notices and Acknowledgements to Market Participants. The MSSL systems will provide responses to consumer validation requests, changes to metering, and will dispatch billing and usage files to the EBT system for forwarding to the relevant Participants.

### 3 Market Participant & MSSL Communication

Participants communicate with the MSSL via the EBT system. EBT facilitates the following types of business transactions from Participants:

- Changes in electricity supply arrangements requested by contestable consumers through an NMPPR, MPR, the MSSL, the EMC or the end-user consumer themselves
- Account closure of a consumer requested by an NMPPR, MPR, EMC, the MSSL or the end consumer themselves
- Voluntary temporary disconnection of a non residential consumer initiated by an NMPPR, MPR, EMC, the MSSL or the end consumer themselves
- Changes in billing arrangements for a non residential end-user consumer served by a NMPPR or MPR
- Requests for historical consumption information for a non residential consumer from an NMPPR, MPR, DMP, the EMC or the end consumer.
- The submission of Pricing Data from the EMC
- The cancellation of a consumer transfer, account closure, voluntary temporary disconnection or billing option change request.
- Provision of Special Read requested by NMPPR, MPR or the end consumer with SRLP meter option
- Changes in electricity supply arrangements for non market consumer to become market consumer through NMPPR, MPR, the MSSL, or the end-user consumer themselves
- Changes in electricity supply arrangements for market consumer to become non market consumer through NMPPR, MPR, the MSSL, the EMC or the end-user consumer themselves
- Ability to submit Consumer Transfer request in bulk
- Change in Meter option (SRLP / AMI) for Residential consumers

EBT facilitates the following types of business transactions to Participants:

- The conveyance of invoices to NMPPRs for all energy-related services (including grid charges, metering services and other charges as is deemed appropriate) billed through the MSSL
- The conveyance of invoices for vesting credits, grid charges and all services provided by MSSL to MPRs and DMPs
- The conveyance of half-hourly usage data to DMPs, MPRs, NMPPRs and the EMC
- The cancellation of a consumer transfer, account closure, involuntary temporary disconnection or voluntary temporary disconnection.

The following matrix details the valid transactions for each Participant.

	<b>Transaction</b>	<b>Market Company</b>	<b>Market Participant Retailer</b>	<b>Non Market Participant Retailer</b>	<b>Direct Market Participant</b>
1	Consumer Transfer	✓	✓	✓	
2	Non market to Market Transfer		✓	✓	
3	Voluntary Temporary Disconnection	✓	✓	✓	✓
4	Account Closure	✓	✓	✓	✓
5	Billing Option Change		✓	✓	
6	Consumer History Request	✓	✓	✓	✓
7	Receive Invoices		✓	✓	✓
8	Receive Usage Data	✓	✓	✓	✓
9	Cancel Transaction	✓	✓	✓	✓
10	Send Pricing Data	✓			
11	Market to Non market Transfer	✓	✓	✓	
12	Special Read Request		✓	✓	
13	Change Meter Option		✓	✓	
14	Mass Consumer Transfer		✓	✓	
15	Receive SRLP Usage data		✓	✓	

A complete listing of the business transactions that Participants can initiate via the EBT system is contained in Section 5 - EBT Operations.

The interfaces between the EBT and other MSSL systems are not of direct interest to Participants, but are the base providers of services such as:

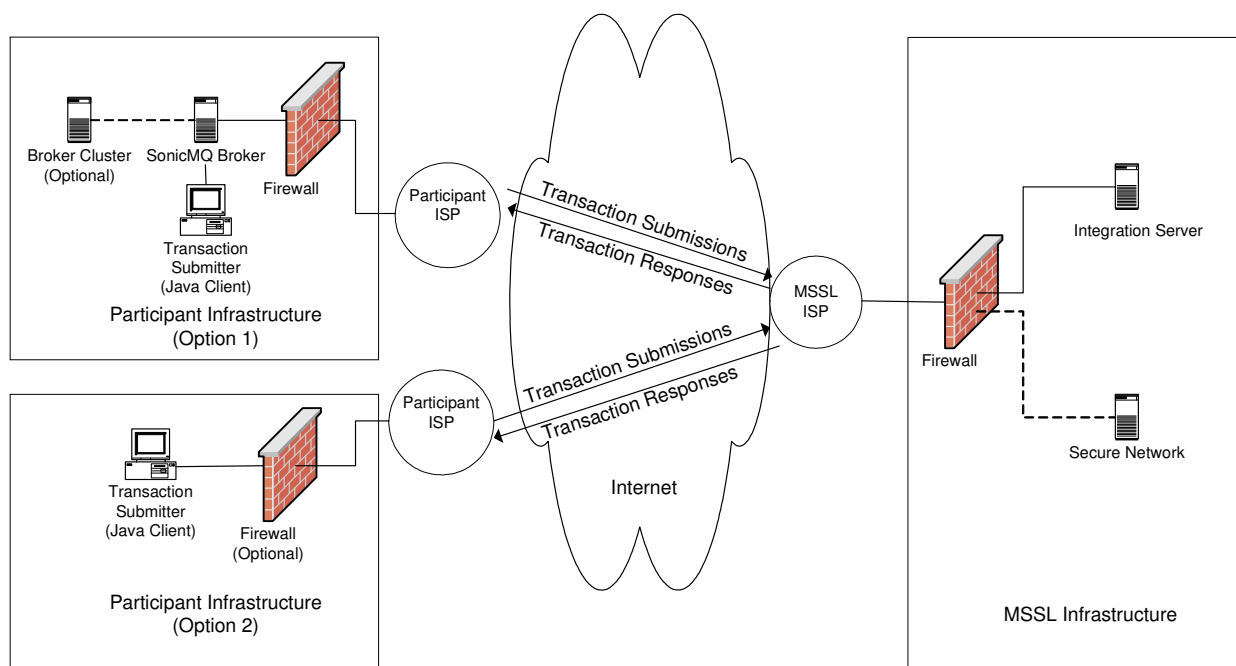
- Validation of consumer details
- Implementation of final read and final bill instructions
- Implementation of changes to consumers' billing option
- The acceptance and dispatch of billing and usage data.



## 4 Technical Architecture Overview

### 4.1 Systems Architecture

The System Architecture is shown in the diagram below. The diagram displays the applications used by both MSSL and external users (herein referred to as 'Participants'), and how those applications communicate.



Only electronic business transactions between the Participants and the MSSL are in the scope of this Kit. Participants' automated systems communicate with the MSSL EBT system, either by initiating transactions (e.g. in the case of consumer history requests), or responding to messages from EBT (e.g. in the case of consumer transfer notifications).

All communication is performed via the Internet using Internet protocols and the contents of all messages are defined using XML (extensible Mark-up Language).

Security is provided by minimal 128-bit SSL public key encryption.

### 4.2 Security Considerations

It is critical that secure and reliable communication of EBT messages with authenticated parties can be undertaken. Security constraints for transaction processing are as follows:

- The Participant submitting a message must be authenticated against MSSL infrastructure
- Communication between the Participant's and MSSL infrastructure must be secured using HTTPS (SSL)
- Participants can only perform those transactions defined within the published interface (please refer to 'Market Participant User Manual' for more details).

Each participant shall purchase their own digital certificate, from a commercial CA, to authenticate transactions and to ensure non-repudiation of their transmissions. Both SonicMQ and the MSSL integration server utilise Secure Socket Layer (SSL) protocol for message transmission ensuring the content of each message will be encrypted during transmission.

#### **4.2.1 Firewall**

Participant's infrastructure firewalls need to be configured to allow secure HTTPS (SSL) communications at port 443 (refer to the specific firewall's documentation for information on how to do this). The firewalls also need to be configured to allow MSSL public IP addresses for 2-way communications between Participant's system and MSSL EBT system. This ensures only legitimate traffic belonging to MSSL infrastructure is allowed to communicate with the Participant's infrastructure.

#### **4.2.2 Internet Service Provider Supportability**

Participants are free to choose any Internet Service Provider(s) but they must support secure 128-bit HTTPS (SSL) communications.

### **4.3 Connectivity & Messaging**

Please refer to 'Market Participant User Manual', section 2.2.1 for more details on the 2 connectivity options available.

1. Participants EBT system are required to process EBT messages according to the XML specifications documented in 'Market Participant User Manual'.
2. The Participant's EBT system must therefore be able to interpret the XML data and trigger the appropriate business functionality to handle the responses.

### **4.4 System Availability**

The Participant's EBT system will be used on a daily basis, and must therefore provide a high level of availability. Normal operations will minimally be between the hours of 0600 and 2200, and system maintenance will be performed outside of these times. Except under exceptional circumstances the system's non-availability should not exceed three consecutive business days.

Participant is to ensure they perform their relevant failover tests to ascertain the high availability of their infrastructure.

### **4.5 Internet Service Provider Availability**

Participant is to ensure in the commercial arrangements with their Internet Service Provider(s) must also comply with up-time requirements as defined in the EBT section of the Market Support Services Code.

## 5 EBT Operations

### 5.1 Introduction

This section contains a description of the electronic business transactions that are supported by the EBT system. The purpose of this section is to:

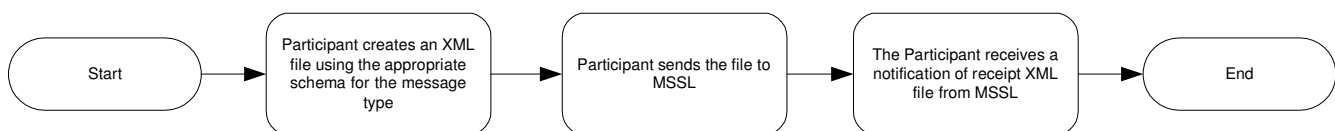
- Identify all the transactions relevant to Participants
- Describe the sequence of steps Participants must follow for each transaction.

Each electronic business transaction description provides the following information:

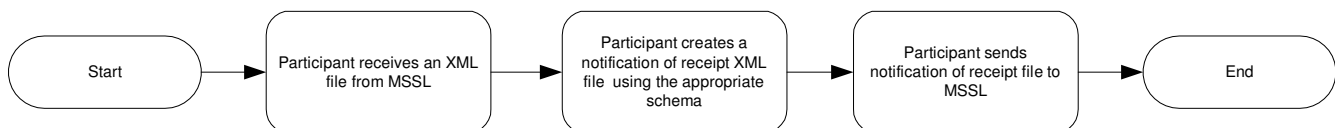
- The purpose of the transaction and context within which a transaction is invoked. For example, the transfer of a consumer currently receiving services from a NMPR to services provided by a MPR
- The typical course of events that will be followed to successfully achieve the purpose of the transaction
- Alternative courses of events that may branch off from the typical course of events. This may describe the processing necessary to deal with errors that may be encountered, or an additional set of actions that need to be performed to cater for infrequent occurrences
- Any special requirements that the transaction may have, such as specific times in which the transactions should be completed, and business rules that are specifically relevant to the transaction.

As the details of the following processes are subjected to change, the MSSL requires that Participants review future releases of this Kit and incorporate any changes as appropriate.

The following is the generic process flow for Participant initiated EBT transactions:



The following is the generic process flow for MSSL initiated EBT transactions:



*Note that detailed specifications of the message content, XML formats and EBT operations can be found in the Market Participant User Manual. These specifications are subjected to change, and therefore the MSSL requires that Participants review future releases of the Manual and incorporate any changes as appropriate.*

## 5.2 Time Limits

Time limits are generically defined as:

- Within one business day = Before the close of business on the business day following receipt of a message
- Close of business means when EBT ceases to be available, scheduled as 2200 on business days.

The following are the requirements as specified in the MSS Code for the times within which events must occur:

- Data elements of a service transaction request should be validated within two business days of the MSSL receiving the service transaction request
- If any of the data elements in a service transaction request are not valid, MSSL will notify the requesting party within four business days of having received the request
- Once the data elements are validated MSSL must obtain a match with the consumer data. Upon receiving the match, MSSL must label the transaction as pending and notify the requesting party within one business day
- If a match is not achieved, MSSL must notify the requesting party with details of which data elements did not match no later than one business day following the date on which the determination is made that a match was not obtained
- Consumer history data should be provided by MSSL no later than ten business days after the request has reached a pending status (i.e. no later than ten business days after the consumer data has been successfully matched)
- All incoming requests that require an action date must specify a date that is equal to or before 23:59:59 on the ninetieth calendar day after the date the request is received
- The action date for consumer transfer requests and billing option change requests must be at least on the day after the next business day from current system date except for a consumer transfer request that transfers directly from another market participant. In the latter case, action date has to be after the 5<sup>th</sup> business day from current system date for consumer having SRLP meter option (can be on a non-business day). Whereas action date has to be at least next business day for consumer having AMI meter option.
- The MSSL must receive new transfer and disconnection dates by 23:59:59 on the second business day after the Participant is requested to provide a new date
- All consumer transfers are to take place on the date nominated. Transfers are deemed to take effect at 00:00:01 on the date the transfer is actually made
- When a non-MSSL initiated account closure or voluntary temporary disconnection is received, the action date must be after 23:59:59 on the 7<sup>th</sup> business day after the current system date (the time will be specified to the nearest half-hour)
- All termination requests must be for transactions which have an action date that is after 00:00:00 on the third business day after the current system date.

### 5.3 Multiple Transaction Rules

When a Participant sends a request, the MSSL validates it to check that its acceptance does not violate the multiple transaction rules.

Where the multiple transaction rules deem that the second transaction should be accepted and the first should be terminated, the termination will still be subject to meeting the termination date validation rules. If the date validation rules for a termination cannot be met, the second transaction is rejected. These rules are outlined below.

When there is an existing consumer transfer request to transfer to the MSSL, the following rules apply:

- If the second request is to transfer the consumer to any other type of supply arrangement, the second request shall be deemed invalid
- If the second request is to temporarily disconnect the consumer or to close the consumer's account and the action date is equal to or later than the transfer action date, the temporary disconnection or account closure shall be deemed invalid and the transfer request shall be deemed valid
- If the second request is for an account closure and the action date precedes the transfer action date, the account closure disconnection shall be deemed valid and the transfer request shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for a voluntary temporary disconnection and the action date precedes the transfer action date, both the voluntary temporary disconnection and the transfer request shall be deemed valid
- If the second request is for an involuntary temporary disconnection and the action date precedes the transfer action date, the involuntary temporary disconnection shall be deemed valid and the transfer request shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for delivery of a consumer's historical information, both the information request and the transfer request shall be deemed valid
- If the second request is for a billing option change, the transfer request shall be deemed valid and the billing option change shall be deemed invalid
- If the second request is for special reading, both the special reading request and the transfer request shall be deemed valid
- If the second request is for a meter option change, the transfer request shall be deemed valid and the meter option change shall be deemed invalid

When there is an existing consumer transfer request to transfer to NMPR/MPR/DMP, the following rules apply:

- If the second request is to transfer the consumer to the MSSL or regulated tariff and the second transfer date is equal to or later than the first transfer action date, the first request shall be deemed valid and the second request shall be deemed invalid
- If the second request is to transfer the consumer to the MSSL or regulated tariff and the second transfer action date precedes the first transfer action date, the second request shall be deemed valid and the first request shall be deemed invalid (subject to compliance with the date validation rules for a termination)

- If the second request is to transfer the consumer to a retailer or to a DMP, the first request shall be deemed valid and the second request shall be deemed invalid
- If the second request is to temporarily disconnect the consumer or to close the consumer's account and the action date is equal to or later than the transfer action date, the temporary disconnection or account closure shall be deemed invalid and the transfer request shall be deemed valid
- If the second request is for a voluntary temporary disconnection of the premise account and the action date precedes the transfer action date, both the voluntary temporary disconnection and the transfer request shall be deemed valid
- If the second request is for an involuntary temporary disconnection of the premise account and the action date precedes the transfer action date, the involuntary temporary disconnection shall be deemed valid and the transfer request shall be deemed invalid
- If the second request is for an account closure and the action date precedes the transfer action date, the account closure disconnection shall be deemed valid and the transfer request shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for delivery of a consumer's historical information, both the information request and the transfer request shall be deemed valid
- If the second request is for a billing option change, the transfer request shall be deemed valid and the billing option change request shall be deemed invalid.
- If the second request is for special reading, both the special reading request and the transfer request shall be deemed valid
- If the second request is for a meter option change, the transfer request shall be deemed valid and the meter option change shall be deemed invalid

When there is an existing account closure request, the following rules apply:

- If the second request is to transfer the premises account to any other type of supply arrangement and the transfer action date is equal to or later than the account closure date, the account closure shall be deemed valid and the second request shall be deemed invalid
- If the second request is to transfer the consumer to any other type of supply arrangement and the transfer action date precedes the account closure date, the transfer shall be deemed valid and the account closure request shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for an account closure and the second action date is equal to or after the first action date, the first request shall be deemed valid and the second request shall be deemed invalid
- If the second request is for an account closure and the second action date precedes the first action date, the first request shall be deemed invalid and the second request shall be deemed valid (subject to compliance with the date validation rules for a termination)
- If the second request is for a temporary disconnection and the second action date is equal to or after the first action date, the first disconnection request shall be deemed valid and the second disconnection request shall be deemed invalid

- If the second request is for a temporary disconnection and the second action date precedes the first action date, both requests shall be deemed valid and shall be implemented according to the requested dates
- If the second request is for delivery of a consumer's historical information, both the information request and the disconnection request shall be deemed valid
- If the second request is for a billing option change, the disconnection request shall be deemed valid and the billing option change request shall be deemed invalid.
- If the second request is for special reading, the account closure request shall be deemed valid and the special reading request shall be deemed valid
- If the second request is for a meter option change, the account closure request shall be deemed valid and the meter option change shall be deemed invalid

When there is an existing voluntary temporary disconnection request the following rules apply:

- If the second request is to transfer the consumer to any other type of supply arrangement and the transfer action date is equal to or later than the voluntary temporary disconnection date, both the voluntary temporary disconnection and the transfer requests shall be deemed valid
- If the second request is to transfer the consumer to any other type of supply arrangement and the transfer action date precedes the voluntary temporary disconnection date, the voluntary temporary disconnection request shall be deemed invalid and the transfer request shall be deemed valid (subject to compliance with the date validation rules for a termination)
- If the second request is to transfer the consumer to regulated tariff, both the voluntary temporary disconnection request and the transfer request shall be deemed valid
- If the second request is for another voluntary temporary disconnection, the first request shall be deemed valid and the second request shall be deemed invalid
- If the second request is for an involuntary temporary disconnection and the second disconnection date is equal to or later than the first disconnection date, the first request shall be deemed valid and the second request shall be deemed invalid
- If the second request is for an involuntary temporary disconnection and the second disconnection date is before the first disconnection date, the first request shall be deemed invalid and the second request shall be deemed valid (subject to compliance with the date validation rules for a termination)
- If the second request is for an account closure and the second action date is equal to or after the first action date, both requests shall be deemed valid
- If the second request is for an account closure and the second action date precedes the first action date, the second request shall be deemed valid and the first request shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for delivery of a consumer's historical information, both the information request and the disconnection request shall be deemed valid



- If the second request is for a billing option change, both requests shall be deemed valid
- If the second request is for special reading, the voluntary temporary disconnection request shall be deemed valid and the special reading request shall be deemed valid
- If the second request is for a meter option change, the voluntary temporary disconnection request shall be deemed valid and the meter option change shall be deemed invalid

If an involuntary temporary disconnection is pending or is in effect, all transaction requests other than requests for account closure, historical consumer information or a billing option change shall be deemed invalid until the consumer has been reconnected, subject to the following rules:

- If the second request is for an account closure and the second action date is equal to or after the first action date, both requests shall be deemed valid
- If the second request is for an account closure and the second action date is before the first action date, the second request shall be deemed valid and the first request shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for special reading, both requests shall be deemed valid
- If the second request is for meter option change, the first request shall be deemed valid and the second request shall be deemed invalid (subject to compliance with the date validation rules for a termination)

When there is an existing consumer history request, the following rules apply:

- If the second request is to transfer the consumer to any other type of supply arrangement, to temporarily disconnect, close the consumer's account or to change a billing option, both requests shall be deemed valid
- If the second request is for delivery of a consumer's historical information, both requests shall be deemed valid and shall be implemented in the order of receipt.

When there is an existing billing option change request, the following rules apply:

- If the second request is to transfer the consumer to any other type of supply arrangement and the billing option action date precedes the transfer action date, both requests shall be deemed valid
- If the second request is to transfer the consumer to any other type of supply arrangement and the billing option action date is equal to or later than the transfer action date, the transfer shall be deemed valid and the billing option change shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for an account closure and the billing option action date precedes the account closure action date, both requests shall be deemed valid
- If the second request is for an account closure and the billing option action date is equal to or later than the account closure action date, the account closure request shall be deemed valid and the billing option change request shall be deemed invalid (subject to compliance with the date validation rules for a termination)



- If the second request is for a temporary disconnection, both requests shall be deemed valid
- If the second request is for delivery of a consumer's historical information, both requests shall be deemed valid
- If the second request is for a billing option change, both requests shall be deemed valid and the action dates shall determine which request is implemented first. If both action dates are the same, the second request shall be deemed valid and the first request shall be deemed invalid and shall be terminated (subject to compliance with the date validation rules for a termination).

When there is an existing consumer transfer request to transfer from regulated tariff, the following rules apply:

- If the second request is to transfer the consumer to any other type of supply arrangement, the first transfer request shall be deemed valid and the second transfer request shall be deemed invalid (subject to compliance with the date validation rules for a termination)

When there is an existing consumer transfer request to transfer to regulated tariff, the following rules apply:

- If the second request is to transfer the consumer to any other type of supply arrangement, the first transfer request shall be deemed valid and the second transfer request shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is to temporarily disconnect the consumer or to close the consumer's account, and the action date is equal to or later than the transfer action date, the temporary disconnection or account closure shall be deemed invalid and the transfer request shall be deemed valid
- If the second request is to temporarily disconnect the consumer or to close the consumer's account, and the action date is earlier than the transfer action date, the temporary disconnection or account closure shall be deemed valid and the transfer request shall be deemed invalid
- If the second request is for delivery of a consumer's historical information, both the information request and the transfer request shall be deemed valid
- If the second request is for a billing option change, both requests shall be deemed valid and the action dates shall determine which request is implemented first. If both action dates are the same or later, the second request shall be deemed valid and the first request shall be deemed invalid and shall be terminated (subject to compliance with the date validation rules for a termination)
- If the second request is for special reading or a meter option change, the transfer request shall be deemed valid and the second transaction shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for change in demand response participation or transfer in ownership of LRF with REB between DRAs, the second requests shall be deemed valid and the first request shall be deemed invalid (subject to compliance with the date validation rules for a termination)
- If the second request is for closure of load provider account of the consumer or closure of LRF with REB the consumer is associated with and the action date of the second request is same or earlier than the action date of the first

request, both requests shall be deemed valid unless the action date of the second requests are later than the action date of the first request, in which case the first request shall be deemed valid and the second requests shall be deemed invalid

- If the second service transaction is for closure of DRA the consumer is associated with, both transaction requests shall be deemed valid

When there is an existing special reading request, the following rules apply:

- If the second request is to transfer the consumer to any other type of supply arrangement or an account closure request or a meter option change, both requests shall be deemed valid
- If the second request is a special reading request, the first request shall be deemed valid, and the second request shall be deemed invalid

When there is an existing meter option change request, the following rules apply:

- If the second request is to transfer the consumer to any other type of supply arrangement or an account closure request, the second requests shall be deemed valid, and the first requests shall be deemed invalid
- If the second request is a meter option change request, the first request shall be deemed valid, and the second request shall be deemed invalid

## 5.4 Invoice and Usage Feeds

There are two daily information feeds provided to each NMPR, MPR, and DMP:

- The invoice feeds contain invoices for charges to be applied to the Participants and, in the case of MPRs and NMPRs, the invoice feed may contain end-user consumer invoices
- The usage feeds contain consumer consumption data. Usage feeds are also provided on a one-off basis in response to a consumer history request.

## 5.5 MSSL Initiated Transactions

### 5.5.1 Receive Invoice Data

<b>Overview</b>	<p>This transaction concerns the acceptance of invoice data generated by the MSSL.</p> <p>The invoice file may contain a mixture of invoices and vesting credits for consumers that are continuing with their current supply arrangements, as well as final invoices for transfers, disconnections and billing option change requests.</p> <p>The data is generated by the MSSL and sent to the relevant Participant.</p>
<b>Purpose</b>	To receive consumers' invoice details from the MSSL.
<b>Pre-Conditions</b>	<p>The consumer(s) are receiving supply from the recipient Participant.</p> <p>The MSSL has generated a file of invoices.</p> <p>The Participant is registered with the EBT system</p>
<b>Post-Conditions</b>	Participants must generate an acknowledgment for each invoice file (which may in turn contain a number of invoices) received.

#### Typical Course of Events

1. Participants receive an invoice file from MSSL.
2. Participants must reply with a transaction acknowledgment by the next business day following the day the file was received.

#### Alternative Course of Events

<p><b>2 The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>2.1 The transaction continues when the acknowledgment is received by the MSSL.</p>
--

#### Notes

- The receipt of invoice details is expected monthly
- In the case of NMPRs and MPRs, the invoice feed contains end-use consumer invoices.

### 5.5.2 Receive Usage Data

<b>Overview</b>	<p>This transaction concerns the acceptance and dispatch of usage data generated by the MSSL.</p> <p>The usage data file will contain normal usage data sent on a periodic basis.</p> <p>The data is generated by the MSSL and sent to the Participant.</p>
<b>Purpose</b>	To accept consumers' usage details sent by the MSSL
<b>Pre-Conditions</b>	<p>The MSSL has generated a file of usage data.</p> <p>The Participant is registered in the EBT system.</p>
<b>Post-Conditions</b>	Participants must generate an acknowledgment for each usage data file received.

#### Typical Course of Events

1. Participants receive a Usage data file from MSSL.
2. Participants must reply with a transaction acknowledgment by the next business day following the day the file was received.

#### Alternative Course of Events

<b>2 The transaction acknowledgment is not sent within the necessary timeframe:</b>
2.1 The transaction continues when the acknowledgment is received by the MSSL.

#### Notes

- The receipt of usage details is expected daily
- Usage details are also provided as requested by the Participants, or on an on-off basis in response to a history request.

### 5.5.3 Receive SRLP Usage Data

<b>Overview</b>	<p>This transaction concerns the acceptance and dispatch of Static Residential Load Profile (SRLP) usage data generated by the MSSL.</p> <p>The file will contain SRLP usage data sent on a periodic basis.</p> <p>The data is generated by the MSSL and sent to the Participant.</p>
<b>Purpose</b>	To accept consumers' usage details sent by the MSSL
<b>Pre-Conditions</b>	<p>The MSSL has generated a file of SRLP usage data.</p> <p>The Participant is registered in the EBT system.</p>
<b>Post-Conditions</b>	Participants must generate an acknowledgment for each SRLP usage data file received.

#### Typical Course of Events

1. Participants receive a SRLP Usage data file from MSSL.
2. Participants must reply with a transaction acknowledgment by the next business day following the day the file was received.

## Alternative Course of Events

<b>2 The transaction acknowledgment is not sent within the necessary timeframe:</b>
---

2.1 The transaction continues when the acknowledgment is received by the MSSSL.
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### Notes

- The receipt of usage details is expected daily with consumption period equivalent to bill period of a particular set of consumers.
- SRLP usage data file will be generated on 9<sup>th</sup> day after consumer meter reading has been conducted

## 5.5.4 Receive Change Complete Notification

<b>Overview</b>	The MSSL creates the change complete notification and sends it to the Participant.
<b>Purpose</b>	To notify the requesting Participant that the transaction has been successfully completed.
<b>Pre-Conditions</b>	A message from the Participant has been captured and validated by the MSSL.  A message (for example a Consumer Transfer Request) has been completed.
<b>Post-Conditions</b>	Participants must reply with a transaction acknowledgment for each notification received.

### Typical Course of Events

1. The MSSL creates the change complete notice. Note that the notice contains a link back to the original transaction request.
2. The MSSL dispatches the change complete notice to the Participant.
3. The Participant replies with a transaction acknowledgement.

### Alternative Course of Events

<b>3 The transaction acknowledgment is not sent within the necessary timeframe:</b>
3.1 The transaction continues when the acknowledgment is received by the MSSL.

### Notes

- Change complete notifications can be sent by the MSSL at any time.

### 5.5.5 Receive Change Pending Notification

<b>Overview</b>	The MSSL creates the change pending notification and sends it to the Participant.
<b>Purpose</b>	To notify a Participant who has an interest in a consumer that a valid transaction (for example a Consumer Transfer Request) has been submitted and is currently being processed.
<b>Pre-Conditions</b>	A message from the Participant has been captured and validated by the MSSL.  The triggering event has occurred, e.g. a consumer transfer request has been issued.
<b>Post-Conditions</b>	Participants must reply with a transaction acknowledgment for each notification received.

#### Typical Course of Events

1. The MSSL creates the change pending notice. Note that the notice contains a link back to the original transaction request (for example, the Consumer Transfer Request) that was the reason for the generation of the notice.
2. The MSSL dispatches the change pending notice to the Participant.
3. The Participant replies with a transaction acknowledgement.

#### Alternative Course of Events

<b>3 The transaction acknowledgment is not sent within the necessary timeframe:</b>
3.1 The transaction continues when the acknowledgment is received by the MSSL.

#### Notes

- Change pending notifications can be sent by the MSSL at any time.

### 5.5.6 New Action Date Required Notification

<b>Overview</b>	The MSSL creates the new action date required notification and sends it to the Participant.
<b>Purpose</b>	<p>To notify a Participant who has initiated any of following request that the action date that they have provided is now invalid and they need to provide a new date.</p> <ol style="list-style-type: none"> <li>1. Account Closure (Including all types of account)</li> <li>2. Contestable Consumer Transfer</li> <li>3. Non Market to Market Consumer Transfer</li> </ol> <p>This situation occurs when the action date has passed and therefore resulting in a delay which has prevented the action occurring on the requested date.</p>
<b>Pre-Conditions</b>	The requested action date has passed and the specified action date is prior to the start of the current invoice period.
<b>Post-Conditions</b>	Participants must reply with a transaction acknowledgment for each notification received

#### Typical Course of Events

1. The MSSL creates the new action date required notice. The notice contains a link back to the Consumer Transfer Request that was the reason for the generation of the notice.
2. The MSSL dispatches the notice to the Participant.
3. The Participant replies with a transaction acknowledgement.

#### Alternative Course of Events

<b>3 The transaction acknowledgment is not sent within the necessary timeframe:</b>
3.1 The transaction continues when the acknowledgment is received by the MSSL.

#### Notes

- New action date required notifications can be sent by the MSSL at any time.



### 5.5.7 Transaction Terminated Notification

<b>Overview</b>	The transaction terminated notification is created and sent to the Participant.
<b>Purpose</b>	To notify a Participant who has initiated or who has been notified of any of following request has been terminated. 1. Account Closure - Consumer Account 2. Contestable Consumer Transfer 3. Billing Option Change 4. Temporary Disconnection Involuntary 5. Temporary Disconnection Voluntary 6. Meter Option Change
<b>Pre-Conditions</b>	A Consumer Transfer Request or a Disconnection Request has been terminated.
<b>Post-Conditions</b>	Participants must reply with a transaction acknowledgment for each notification received.

#### Typical Course of Events

1. The MSSL create the notice. The notice contains a link back to the transaction (for example, the Consumer Transfer Request) that was the reason for the generation of the notice.
2. The MSSL dispatches the notice to the Participant.
3. The Participant replies with a transaction acknowledgement.

#### Alternative Course of Events

<b>3 The transaction acknowledgment is not sent within the necessary timeframe:</b>
3.1 The transaction continues when the acknowledgment is received by the MSSL.

#### Notes

- Transaction terminated notifications can be sent by the MSSL at any time.

### 5.5.8 Consumer Transfer Request – NMPR/MPR to MSSL (MSSL Initiated)

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from NMPR/MPR supply to MSSL supply when the request is initiated by the MSSL because the retailer has defaulted on its obligations to the MSSL.</p> <p>The transfer request is submitted by the MSSL via its own system. The MSSL system verifies the request and updates its internal consumer billing systems. The final bill is sent to the NMPR/MPR, indicating that the transfer is complete.</p>
<b>Purpose</b>	To manage the transfer of electricity supply from provision by a NMPR or MPR to MSSL supply.
<b>Pre-Conditions</b>	<p>The MSSL is registered in the EBT system.</p> <p>The consumer is currently receiving supply from a NMPR/MPR.</p>

#### Typical Course of Events

1.	The MSSL user records and validates the MSSL's consumer transfer request and EBT sets the request's status to "The transaction is pending validation".
2.	The MSSL updates its consumer data and sets the request's status to "Pending data change on action date in the SAP system".
3.	On the action date, MSSL updates its consumer data and sets the request's status to "The data has been updated in the SAP system"
4.	The final bill is calculated and the request's status set to "Waiting for Final Bill Sent Confirmation" (note that the request is internal to the MSSL, the only way an NMPR/MPR is aware of the transaction is via receipt of the final bill).
5.	The consumer's final bill is generated and dispatched as part of the billing file to the NMPR/MPR, and the request's status then set to "Final bill sent confirmation received from billing".
6.	The request's status is set to "The transaction has been successfully processed".

### 5.5.9 Consumer Transfer Request – NMPR/MPR to MSSL (Consumer Initiated)

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from NMPR/MPR supply to MSSL supply when the end-user consumer submits the request.</p> <p>The transfer request is recorded by the MSSL on behalf of the consumer. The MSSL verifies the request and notifies the NMPR/MPR of the transfer. The MSSL updates its consumer data, calculates the final bill and sends it to the NMPR/MPR, indicating that the transfer is complete.</p>
<b>Purpose</b>	To manage the transfer of electricity supply to a consumer from provision by a NMPR/MPR to supply by MSSL.
<b>Pre-Conditions</b>	<p>The NMPR/MPR is registered in the EBT system.</p> <p>The consumer is currently receiving supply from a NMPR/MPR.</p>

## Typical Course of Events

1.	The MSSL records and validates the request and sets its status to "The transaction is pending validation".
2.	The MSSL sends a notification to the current NMPPR/MPR to notify them of the pending change, and the request's status is set to "Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier".
3.	The current NMPPR/MPR sends a transaction acknowledgment to the MSSL by 23:59:59 on the next business day after the change pending was received. The MSSL sets the request's status to "All change pending notifications have been acknowledged".
4.	If the transfer date is still within the current invoice period, the consumer's data is updated and the request's status set to "Pending data change on action date in the SAP system".
5.	On the action date, MSSL updates its consumer data and sets the request's status to "The data has been updated in the SAP system"
6.	The MSSL calculates the final bill and sets the request's status to "Waiting for Final Bill Sent Confirmation".
7.	The consumer's final bill is generated and sent to the NMPPR/MPR as part of the billing file, and the request's status set to "Final bill sent confirmation received from billing".
8.	The request's status is set to "The transaction has been successfully processed".

### Alternative Course of Events (NMPR/MPR to MSSL- Consumer Initiated)

<b>3a The transaction acknowledgment is not sent within the necessary timeframe:</b>	
3a.1	The transaction is included on an exception report for follow-up by the EBT administrator.
3a.2	The transaction continues on the action date while waiting for acknowledgement to be received by the MSSL.
<b>5 Consumer Self Read option has been selected for consumer under SRLP Metering Option :</b>	
5.1	Consumer submits self read via available communication channels. The customer will get a window period from Action Date -3 to Action Date-1 to submit the meter readings. Meter readings will be estimated on the action date if no reading is available from the customer. No meter reading charges will be applied in these cases.
5.2	On the action date, process continues as existing process without any meter reading charges.

### 5.5.10 Account Closure from NMPR/MPR/DMP (MSSL Initiated)

<b>Overview</b>	<p>This transaction concerns the MSSL initiated account closure of a consumer who is receiving supply from an NMPR, MPR or the EMC (i.e. is a DMP).</p> <p>The account closure request is submitted by the MSSL into their own system and at their own discretion. The MSSL's system verifies the request and the NMPR/MPR/DMP subsequently receives the final bill, thus indicating completion of the account closure.</p>
<b>Purpose</b>	To manage the account closure of a consumer from NMPR/MPR/EMC supply.
<b>Pre-Conditions</b>	<p>The MSSL has contacted the end consumer and informed them of the account closure date.</p> <p>The NMPR/MPR/DMP/EMC is registered in the EBT system.</p> <p>The consumer is currently receiving supply from the NMPR/MPR/EMC.</p>

### Typical Course of Events

1. The MSSL user records the request into the MSSL system.
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2. The account closure transaction is written to the MSSL's exception report and the EBT user notifies the Transmission Licensee of the account closure. The MSSL sets the request's status to "Pending appointment scheduling".
3. The EBT user indicates the notification to the transmission licensee via the EBT front end and the request's status is set to "Appointment has been made".
4. MSSL sends a change pending notification to the NMPR/MPR/EMC and sets the request's status to "Pending a transaction acknowledgement for a change pending notification that was sent to the current supplier"
5. The current supplier sends a transaction acknowledgment to the MSSL by 23:59:59 on the next business day after the change pending was sent. The MSSL sets the request's status to "All change pending have been acknowledged"
6. If the action date is still within the current invoice period the MSSL updates its consumer systems and sets the request's status to "Pending data change on action date in the SAP system".
7. On the action date, MSSL updates its consumer data and sets the request's status to "The data has been updated in the SAP system"
8. The MSSL calculates the final bill and sets the request's status to "Waiting for Final Bill Sent Confirmation".
9. The consumer's final bill is generated and sent to the current supplier as part of the billing file. The request's status is set to "Final bill sent confirmation received from billing".
10. The request's status is set to "The transaction has been successfully processed".

### Alternative Course of Events

<b>5. The transaction acknowledgment is not sent within the necessary timeframe:</b>
5.1 The transaction will continue when the acknowledgment is received by the MSSL.
<b>6. The requested action date is no longer acceptable</b>
6.1 The request's status is set to "Pending a new action date from the consumer via the MSSL" and the request will appear as an exception on the MSSL's exception report.
6.2 Once the MSSL has received a new date from the consumer it will record the new date for the transfer request and set the request's status to "New action date received".
6.3 Go to Step 6.

### 5.5.11 Voluntary Temporary Disconnection from NMPR/MPR (MSSL/Consumer Initiated)

<b>Overview</b>	<p>This transaction concerns the voluntary temporary disconnection of a consumer who is receiving NMPR/MPR supply where the MSSL is submitting the request on behalf of the consumer.</p> <p>The voluntary temporary disconnection request is submitted by the MSSL on behalf of the consumer. The MSSL verifies the request, notifies the NMPR/MPR of the pending change, and updates its systems with the disconnection details.</p>
<b>Purpose</b>	To manage the temporary disconnection of a consumer from NMPR/MPR supply where the request is submitted by the MSSL.
<b>Pre-Conditions</b>	<p>The NMPR/MPR has been registered as a system participant in the EBT system.</p> <p>The consumer is currently receiving supply from the NMPR/MPR.</p> <p>The consumer is not residential consumer.</p>

#### Typical Course of Events

1. The MSSL records and validates the voluntary temporary disconnection request and sets its status to "The transaction is pending validation".
2. The voluntary temporary disconnection transaction is written to the MSSL's exception report and the EBT user notifies the Transmission Licensee of the temporary disconnection. The MSSL sets the request's status to "Pending a TL notification confirmation".
3. The MSSL indicates the notification to the transmission licensee via their EBT system and the request's status is set to "The TL notification has been made".
4. The MSSL sends a change pending notification to the current NMPR/MPR and sets the request's status to "Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier".
5. The current supplier sends a transaction acknowledgment to the MSSL by 23:59:59 on the next business day after the change pending was received. The MSSL system sets the request's status to "All change pending notifications have been acknowledged".
6. On the action date, MSSL updates its consumer data and sets the request's status to "The data has been updated in the SAP system"
7. The MSSL sets the request's status to "The transaction has been successfully processed".

#### Alternative Course of Events

<p><b>5. The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>5.1 The transaction will continue when the acknowledgment is received.</p>
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### 5.5.12 Involuntary Temporary Disconnection from NMPR/MPR/DMP (MSSL Initiated)

<b>Overview</b>	<p>This transaction concerns the involuntary temporary disconnection of a consumer who is receiving supply from an NMPR, MPR or the EMC (i.e. is a DMP).</p> <p>The involuntary temporary disconnection request is submitted by the MSSL at its own discretion. The MSSL verifies the request and updates its systems with the appropriate details.</p>
<b>Purpose</b>	<p>To manage the temporary disconnection of a consumer from NMPR/MPR/EMC supply.</p>
<b>Pre-Conditions</b>	<p>The MSSL has contacted the end consumer and informed them of the temporary disconnection date.</p> <p>The NMPR/MPR/ EMC have been registered as system participants in the EBT system.</p> <p>The consumer is currently receiving supply from the NMPR/MPR/EMC.</p> <p>The consumer is not residential consumer.</p>

#### Typical Course of Events

<p>1. The MSSL records and validates the involuntary temporary disconnection request and sets its status to "The transaction is pending validation".</p>
<p>2. The MSSL sends a change pending notification to the current supplier (NMPR, MPR, or EMC), and sets the request's status to "Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier".</p>
<p>3. The current supplier sends a transaction acknowledgment to the MSSL by 23:59:59 on the next business day after the change pending was received. The MSSL sets the request's status to "All change pending notifications have been acknowledged".</p>
<p>4. On the action date, MSSL updates its consumer data and sets the request's status to "The data has been updated in the SAP system"</p>
<p>5. The MSSL sets the request's status to "The transaction has been successfully processed".</p>

#### Alternative Course of Events

<p><b>5. The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>5.1 The transaction will continue when the acknowledgment is received.</p>
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## 5.6 Participant Initiated Transactions

### 5.6.1 Consumer History Request

<b>Overview</b>	<p>This transaction concerns the provision of a consumer’s historical usage information in response to a request from an NMPR, MPR, DMP or the EMC.</p> <p>The request submitted by the Participant is verified and processed by the MSSL. The MSSL then generates a usage file and passes it on to the Participant. The usage data feed is generated for the specified consumer for the timeframe mentioned in the transaction.</p>
<b>Purpose</b>	To obtain a history of consumer usage.
<b>Pre-Conditions</b>	<p>The NMPR, MPR, DMP or EMC is a registered in the EBT system.</p> <p>The Participant requesting the history is the supplier for that consumer.</p> <p>The consumer is not residential consumer.</p>

#### Typical Course of Events

1. The NMPR, MPR, DMP or EMC submits a consumer history request.
2. MSSL validates the request, sets its status to “The transaction is pending validation”, and dispatches a transaction acknowledgment.
3. The MSSL sends the request to its metering system and sets the request’s status to “Pending the receipt of a data file from the SAP system”.
4. The MSSL’s metering system generates the usage data within five business days of the request being sent by the Participant. The usage data is forward it to the requesting Participant and the request’s status is set to “Pending a transaction acknowledgment indicating that the data file has been received”.
5. The Participant sends the MSSL a transaction acknowledgment within one business day of receiving the consumer history data. The MSSL updates the request’s status to “The data file has been received by the intended party”
6. The MSSL sets the request’s status to “The transaction has been successfully processed”.

#### Alternative Course of Events

<p><b>4 The consumer history data is not received within the necessary timeframe:</b></p> <p>4.1 The transaction is included on the MSSL’s error report for follow-up by the EBT administrator.</p> <p>4.2 The transaction will continue when the data is received.</p>
<p><b>5 The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>5.1 The transaction is included on an exception report for follow-up by the EBT administrator.</p> <p>5.2 The transaction continues when the acknowledgment is received by the MSSL.</p>

#### Notes

- The data to satisfy the Consumer History Request should be provided to the requesting Participant no later than 10 business days following the date the “The transaction is pending validation” status is reached
- The usage data sent in response to a request will be sent in a separate usage file from the usage data generated on a daily basis
- DMPs are allowed to have the history data sent to another retailer or the EMC.



## 5.6.2 Consumer Transfer Request – MSSL to NMPR/MPR

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from MSSL supply to NMPR/MPR supply.</p> <p>The transfer request is submitted by the NMPR/MPR on behalf of the consumer. MSSL verifies the request, and then updates its consumer data and calculates the final bill. The NMPR/MPR is notified of the transfer upon its completion.</p>
<b>Purpose</b>	To manage the transfer of electricity supply to a consumer from provision by the MSSL to provision by an NMPR/MPR.
<b>Pre-Conditions</b>	<p>The NMPR/MPR is registered in the EBT system.</p> <p>The consumer is currently receiving supply from the MSSL.</p>

### Typical Course of Events

1. The NMPR/MPR submits a consumer transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation”, and dispatches a transaction acknowledgment.
3. The MSSL updates its internal systems and sets the status of the request to “Pending data change on action date in the SAP system”.
4. On the action date, MSSL updates its consumer data and sets the request’s status to “The data has been updated in the SAP system”
5. The MSSL calculates the final bill and sets the status of the request to "Waiting for Final Bill Sent Confirmation”.
6. The consumer’s final bill is generated and the status of the request is set to “Final bill sent confirmation received from billing”.
7. A change complete notification is sent to the NMPR/MPR, and the request’s status to “Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier”.
8. The NMPR/MPR sends a transaction acknowledgment to the MSSL within one business day. The MSSL sets the request’s status to “All change complete notifications have been acknowledged”.
9. The system sets the status of the Consumer Transfer Request to “The transaction has been successfully processed”.

### Alternative Course of Events

<b>4 Consumer Self Read option has been selected for consumer under SRLP Metering Option :</b>	
4.1	Consumer submits self read via available communication channels. The customer will get a window period from Action Date -3 to Action Date-1 to submit the meter readings. Meter readings will be estimated on the action date if no reading is available from the customer. No meter reading charges will be applied in these cases.
4.2	On the action date, process continues as existing process without any meter reading charges.
<b>8. The transaction acknowledgment is not sent within the necessary timeframe:</b>	
8.1	The transaction is included on an exception report for follow-up by the EBT administrator.
8.1	The transaction continues when the acknowledgment is received by the MSSL.

### 5.6.3 Consumer Transfer Request – MSSL to DMP

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from MSSL supply to taking supply directly from the wholesale electricity market as a DMP.</p> <p>The EMC submits the request on behalf of the consumer. The MSSL verifies the request, updates its consumer data, and calculates the final bill. The EMC is notified of the transfer upon completion.</p>
<b>Purpose</b>	To manage the transfer of electricity supply from provision by the MSSL to taking supply directly from the wholesale electricity market as a DMP.
<b>Pre-Conditions</b>	<p>The EMC is registered in the EBT system.</p> <p>The consumer is currently receiving supply from the MSSL.</p>

#### Typical Flow of Events

1. The EMC submits a consumer transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation”, and dispatches a transaction acknowledgment.
3. The MSSL updates its consumer data and sets the status of the request to “Pending data change on action date in the SAP system”.
4. On the action date, MSSL updates its consumer data and sets the request’s status to “The data has been updated in the SAP system”
5. The MSSL calculates the final bill and then sets the status of the request to "Waiting for Final Bill Sent Confirmation”.
6. The consumer’s final bill is generated, and the status of the Consumer Transfer Request set to “Final bill sent confirmation received from billing”.
7. A change complete notification is generated and sent to the EMC, and the status of the request is set to “Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier”.
8. The EMC sends a transaction acknowledgment to the MSSL within one business day of receiving the notification. The MSSL sets the request’s status to “All change complete notifications have been acknowledged”.
9. The MSSL sets the request’s status to “The transaction has been successfully processed”.

#### Alternative Course of Events

<b>8. The transaction acknowledgment is not sent within the necessary timeframe:</b>
8.1 The transaction is included on an exception report for follow-up by the EBT administrator.
8.1 The transaction continues when the acknowledgment is received by the MSSL.

### 5.6.4 Consumer Transfer Request – NMPR/MPR to MSSL

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from NMPR/MPR supply to MSSL supply when the request is submitted by the NMPR/MPR.</p> <p>The request is submitted by the NMPR/MPR on behalf of the consumer. The transfer request is verified, the consumer and final bill information updated, and the final bill sent to the NMPR/MPR to indicate the transfer is complete.</p>
<b>Purpose</b>	To manage the transfer of electricity supply from provision by a NMPR/MPR to MSSL supply.
<b>Pre-Conditions</b>	<p>The NMPR/MPR is registered in the EBT system.</p> <p>The consumer is currently receiving supply from a NMPR/MPR.</p>

#### Typical Course of Events

1. The NMPR/MPR submits a consumer transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation”, and dispatches a transaction acknowledgment.
3. The MSSL updates its consumer data and sets the request’s status to “Pending data change on action date in the SAP system”.
4. On the action date, MSSL updates its consumer data and sets the request’s status to “The data has been updated in the SAP system”
5. The final bill is calculated and the request’s status set to "Waiting for Final Bill Sent Confirmation”.
6. The consumer’s final bill is generated and dispatched as part of the billing file to the NMPR, and the request’s status then set to “Final bill sent confirmation received from billing”.
7. The request’s status is set to “The transaction has been successfully processed”.

#### Alternative Course of Events (NMPR/MPR to MSSL)

<b>4 Consumer Self Read option has been selected for consumer under SRLP Metering Option:</b>	
4.1	Consumer submits self read via available communication channels. The customer will get a window period from Action Date -3 to Action Date-1 to submit the meter readings. Meter readings will be estimated on the action date if no reading is available from the customer. No meter reading charges will be applied in these cases.
4.2	On the action date, process continues as existing process without any meter reading charges.

### 5.6.5 Consumer Transfer Request – NMPR/MPR to NMPR

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from a NMPR/MPR to a NMPR.</p> <p>The transfer request is submitted by the new NMPR on behalf of the consumer. The MSSL verifies the request and notifies the current supplier of the transfer.</p> <p>The MSSL updates its consumer data and calculates the final bill. The new NMPR is then notified that they are the new supplier for the consumer.</p>
<b>Purpose</b>	To manage the transfer of electricity supply to a consumer from provision by an NMPR or MPR to supply by another NMPR.
<b>Pre-Conditions</b>	<p>Both NMPRs/MPRs are registered in the EBT system.</p> <p>The consumer is currently receiving supply from a NMPR/MPR.</p>

#### Typical Course of Events

1. The new NMPR submits a consumer transfer request.
2. The MSSL validates the request, sets the request's status to "The transaction is pending validation", and dispatches a transaction acknowledgment.
3. The MSSL notifies the current NMPR of the pending change, and sets the request's status to "Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier".
4. The current supplier sends a transaction acknowledgment to the MSSL by 23:59:59 on the same business day after the change pending was received. The MSSL sets the request's status to "All change pending notifications have been acknowledged".
5. The MSSL updates its consumer data and sets the request's status to "Pending data change on action date in the SAP system".
6. On the action date, MSSL updates its consumer data and sets the request's status to "The data has been updated in the SAP system"
7. The MSSL calculates the consumer's final bill and sets the request's status to "Waiting for Final Bill Sent Confirmation".
8. The consumer's final bill is generated and sent to the current NMPR as part of the billing file, and the request's status set to "Final bill sent confirmation received from billing".
9. The MSSL sends the new NMPR a change complete notification, and sets the request's status is set to "Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier".
10. The new NMPR sends a transaction acknowledgment to the MSSL within one business day, and the request's status is set to "All change complete notifications have been acknowledged".
11. The MSSL sets the request's status to "The transaction has been successfully processed".

## Alternative Course of Events (NMPR/MPR to NMPR)

**4a The transaction acknowledgment is not sent within the necessary timeframe:**

- 4a.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 4a.2 The transaction continues on the action date while waiting for acknowledgement to be received.

**6 Consumer Self Read option has been selected for consumer under SRLP Metering Option :**

- 6.1 Consumer submits self read via available communication channels. The customer will get a window period from Action Date -3 to Action Date-1 to submit the meter readings. Meter readings will be estimated on the action date if no reading is available from the customer. No meter reading charges will be applied in these cases.
- 6.2 On the action date, process continues as existing process without any meter reading charges.

**11. The transaction acknowledgment is not sent within the necessary timeframe:**

- 11.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 11.2 The transaction continues when the acknowledgment is received by the MSSSL.

### 5.6.6 Consumer Transfer Request – NMPR/MPR to MPR

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from NMPR/MPR supply to MPR supply.</p> <p>The transfer request is submitted by the MPR on behalf of the consumer. The MSSL verifies the request and notifies the NMPR/MPR of the transfer. The MSSL updates its consumer data and calculates the final bill. The NMPR/MPR is notified of the successful transfer.</p>
<b>Purpose</b>	To manage the transfer of electricity supply to a consumer from provision by an NMPR/MPR to supply to provision by a MPR.
<b>Pre-Conditions</b>	<p>The NMPR/MPR and MPR are registered in the EBT system.</p> <p>The consumer is currently receiving supply from an NMPR/MPR.</p>

#### Typical Course of Events

1. The new MPR submits a consumer transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation” and dispatches a transaction acknowledgment.
3. The MSSL sends a notification to the NMPR/MPR to notify them of the pending change, then sets the request’s status to “Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier”.
4. The current NMPR/MPR sends a transaction acknowledgment to the MSSL by 23:59:59 on the same business day after the change pending was received. The MSSL sets the request’s status to “All change pending notifications have been acknowledged”.
5. The MSSL updates its internal consumer systems and sets the request’s status to “Pending data change on action date in the SAP system”.
6. On the action date, MSSL updates its consumer data and sets the request’s status to “The data has been updated in the SAP system”
7. The MSSL calculates the final bill and sets the request’s status to “Waiting for Final Bill Sent Confirmation”.
8. The MSSL generates the consumer’s final bill and sends it to the NMPR/MPR as part of the billing file, then sets the request’s status to “Final bill sent confirmation received from billing”.
9. The new MPR receives a change complete notification from the MSSL, and the MSSL sets the request’s status to “Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier”.
10. The new MPR sends a transaction acknowledgment to the MSSL within one business day, and the MSSL sets the request’s status to “All change complete notifications have been acknowledged”.
11. The MSSL sets the request’s status to “The transaction has been successfully processed”.

## Alternative Course of Events (NMPR/MPR to MPR)

**4a The transaction acknowledgment is not sent within the necessary timeframe:**

- 4a.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 4a.2 The transaction continues on the action date while waiting for acknowledgement to be received.

**6 Consumer Self Read option has been selected for consumer under SRLP Metering Option:**

- 6.1 Consumer submits self read via available communication channels. The customer will get a window period from Action Date -3 to Action Date-1 to submit the meter readings. Meter readings will be estimated on the action date if no reading is available from the customer. No meter reading charges will be applied in these cases.
- 6.2 On the action date, process continues as existing process without any meter reading charges.

**11. The transaction acknowledgment is not sent within the necessary timeframe:**

- 11.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 11.2 The transaction continues when the acknowledgment is received by the MSSSL.

### 5.6.7 Consumer Transfer Request – NMPR/MPR to DMP

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from NMPR/MPR supply to taking supply directly from the wholesale electricity market as a DMP.</p> <p>The transfer request is submitted by the EMC on behalf of the DMP. The MSSL verifies the request, notifies the NMPR/MPR. The MSSL updates its consumer data and calculates the final bill. The EMC is notified of the transfer completion.</p>
<b>Purpose</b>	To manage the transfer of electricity supply to a consumer from provision by an NMPR/MPR to taking supply directly from the wholesale electricity market as a DMP.
<b>Pre-Conditions</b>	<p>The NMPR/MPR is registered in the EBT system.</p> <p>The DMP is registered as a wholesale market participant.</p> <p>The consumer is currently receiving supply from a NMPR or MPR.</p>

#### Typical Course of Events

1. The EMC submits a consumer transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation” and dispatches a transaction acknowledgment.
3. The MSSL sends a notification to the current NMPR/MPR to notify them of the pending change, and sets the request’s status to “Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier”.
4. The current NMPR/MPR sends a transaction acknowledgment to the MSSL by 23:59:59 on the same business day after the change pending was received. The MSSL sets the request’s status to “All change pending notifications have been acknowledged”.
5. The MSSL updates its internal consumer systems and sets the request’s status to “Pending data change on action date in the SAP system”.
6. On the action date, MSSL updates its consumer data and sets the request’s status to “The data has been updated in the SAP system”
7. The MSSL calculates the final bill and sets the request’s status to “Waiting for Final Bill Sent Confirmation”.
8. The consumer’s final bill is generated and sent to the NMPR as part of the billing file. The request’s status is set to “Final bill sent confirmation received from billing”.
9. The MSSL sends a change complete notification to the EMC, and sets the request’s status to “Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier”.
10. The EMC sends a transaction acknowledgment to the MSSL within one business day. The MSSL sets the request’s status to “All change complete notifications have been acknowledged”.
11. The MSSL sets the status of the Consumer Transfer Request to “The transaction has been successfully processed”.



## Alternative Course of Events (NMPR/MPR to DMP)

**4a The transaction acknowledgment is not sent within the necessary timeframe:**

- 4a.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 4a.2 The transaction continues on the action date while waiting for acknowledgement to be received.

**10. The transaction acknowledgment is not sent within the necessary timeframe:**

- 10.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 10.2 The transaction continues when the acknowledgment is received by the MSSSL.

### 5.6.8 Consumer Transfer Request – DMP to MSSL

<b>Overview</b>	<ul style="list-style-type: none"> <li>This transaction concerns the transfer of a consumer from supply taken directly from the wholesale electricity market as a DMP to MSSL supply.</li> <li>The transfer request is submitted by the EMC on behalf of the DMP. The MSSL verifies the request, updates its consumer data and calculates the final bill. Once the final bill is generated the MSSL notifies the EMC that the transfer is complete.</li> </ul>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>To manage the transfer of electricity supply to a consumer from DMP supply to MSSL supply.</li> </ul>
<b>Pre-Conditions</b>	<ul style="list-style-type: none"> <li>The EMC and the DMP are registered in the EBT system.</li> <li>The consumer is currently receiving supply as a DMP.</li> </ul>

#### Typical Course of Events

1. The EMC submits a consumer transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation”, and dispatches a transaction acknowledgment.
3. The MSSL updates its consumer data and sets the request’s status to “Pending data change on action date in the SAP system”.
4. On the action date, MSSL updates its consumer data and sets the request’s status to “The data has been updated in the SAP system”
5. The MSSL calculates the final bill and sets the request’s status to “Waiting for Final Bill Sent Confirmation”.
6. The consumer’s final bill is generated and sent to the DMP as part of the billing file. The request’s status is set to “Final bill sent confirmation received from billing”.
7. The MSSL sends a change complete notification to the EMC and updates the request’s status to “Pending a transaction acknowledgment for the change complete notification that was sent to the Market Company”.
8. The EMC sends a transaction acknowledgment to the MSSL within one business day. The MSSL then sets the request’s status to “All change complete notifications have been acknowledged”.
9. The MSSL sets the request’s status to Consumer Transfer Request to “The transaction has been successfully processed”.

#### Alternative Course of Events

<b>8. The transaction acknowledgment is not sent within the necessary timeframe:</b>	
8.1	The transaction is included on an exception report for follow-up by the EBT administrator.
8.2	The transaction continues when the acknowledgment is received by the MSSL.

### 5.6.9 Consumer Transfer Request – DMP to NMPR/MPR

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from supply taken directly from the wholesale electricity market as a DMP to NMPR/MPR supply.</p> <p>The transfer request is submitted by the NMPR/MPR on behalf of the consumer. The MSSL verifies the request, notifies the EMC of the upcoming change, updates its consumer data and calculates the final bill. Once the final bill is generated, the MSSL notifies the EMC and the NMPR/MPR of the transfer completion.</p>
<b>Purpose</b>	To manage the transfer of electricity supply to a consumer from DMP supply to provision by an NMPR/MPR.
<b>Pre-Conditions</b>	<p>The NMPR/MPR and DMP have been registered in the EBT system.</p> <p>The consumer is currently receiving supply as a DMP.</p>

#### Typical Course of Events

1. The NMPR/MPR submits a consumer transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation”, and dispatches a transaction acknowledgment.
3. The MSSL notifies the EMC of the pending change and sets the request’s status to “Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier”.
4. The MSSL receives a transaction acknowledgment from the EMC within one business day, and then sets the request’s status to “All change pending notifications have been acknowledged”.
5. If the transfer date is still within the current invoice period the MSSL updates its consumer systems and sets the request’s status to “Pending data change on action date in the SAP system”.
6. On the action date, MSSL updates its consumer data and sets the request’s status to “The data has been updated in the SAP system”
7. The MSSL calculates the final bill and sets the request’s status to “Waiting for Final Bill Sent Confirmation”.
8. The consumer’s final bill is generated and sent to the DMP as part of the billing file. The request’s status is set to “Final bill sent confirmation received from billing”.
9. The MSSL sends a change complete notification to the NMPR/MPR.
10. The MSSL sends a change complete notification to the EMC and sets the request’s status to “Pending supplier transaction acknowledgements for the change complete notifications that were sent to the new supplier and the Market Company”.
11. The NMPR/MPR or EMC sends a transaction acknowledgment to the MSSL within one business day after the change complete was sent. The MSSL then sets the request’s status to “Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier” if the first acknowledgment is received by the EMC, or to “Pending a transaction acknowledgement for the change complete notification that was sent to the Market Company” if the first acknowledgment is received by the NMPR/MPR.
12. The NMPR/MPR or EMC (whichever had not sent above) sends a transaction acknowledgment to the MSSL within one business day after the change complete was sent. The MSSL sets the request’s status to “All change complete notifications have been acknowledged”.

13. The MSSL sets the status of the Consumer Transfer Request to “The transaction has been successfully processed”.

### Alternative Course of Events (DMP to NMPR/MPR)

**4. The transaction acknowledgment is not sent within the necessary timeframe:**

- 4.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 4.2 The transaction continues on the action date while waiting for acknowledgement to be received by the MSSL.

**11. The transaction acknowledgment is not sent within the necessary timeframe:**

- 11.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 11.2 The transaction continues when the acknowledgment is received by the MSSL.

**12. The transaction acknowledgment is not sent within the necessary timeframe:**

- 12.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 12.2 The transaction continues when the acknowledgment is received by the MSSL.

### 5.6.10 Account Closure

<b>Overview</b>	<p>This transaction concerns the closing of consumer accounts by the current supplier of a consumer or by a DMP. NMPPRs, MPPRs, DMPs, and the EMC on behalf of a DMP can electronically submit account closure requests.</p> <p>The MSSL verifies the request, calculates the final bill, and then sends the bill to the requesting party – completing the disconnection transaction.</p>
<b>Purpose</b>	To manage the closure of an account of a consumer receiving supply from an NMPPR or MPPR, or directly from the wholesale energy market.
<b>Pre-Conditions</b>	<p>The NMPPR, MPPR, DMP or EMC has been registered in the EBT system.</p> <p>The consumer is currently receiving supply from the NMPPR/MPPR, or is a DMP.</p>

### Typical Course of Events

1. The NMPPR/MPPR/EMC/DMP submits an account closure request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation”, then dispatches a transaction acknowledgment to the requesting party.
3. The account closure transaction is written to the MSSL’s exception report and the EBT user notifies the Transmission Licensee of the account closure. The MSSL sets the request’s status to “Pending Appointment Scheduling”.
4. The EBT user indicates the notification to the transmission licensee via the EBT front end and the request’s status is set to “Appointment has been made”.
5. For account closures submitted by a DMP, the MSSL sends a change pending notification to the EMC and sets the request’s status to “Pending a transaction acknowledgement for a change pending notification that was sent to the current supplier”
6. For account closures submitted by a DMP, the EMC sends a transaction acknowledgment to the MSSL by 23:59:59 on the next business day after the change pending was sent. The MSSL sets the request’s status to “All change pending have been acknowledged”
7. If the action date is still within the current invoice period the MSSL updates its consumer systems and sets the request’s status to “Pending data change on action date in the SAP system”.
8. On the action date, MSSL updates its consumer data and sets the request’s status to “The data has been updated in the SAP system”
9. The MSSL calculates the final bill and sets the request’s status to “Waiting for Final Bill Sent Confirmation”.
10. The consumer’s final bill is generated and sent to the current supplier as part of the billing file. The request’s status is set to “Final bill sent confirmation received from billing”.
11. For account closures submitted by the EMC, the MSSL sends a change complete notification to the EMC and sets the request’s status to “Pending supplier transaction acknowledgements for the change complete notifications that were sent to the Market Company”.
12. For account closures submitted by the EMC, the EMC sends a transaction acknowledgment by 23:59:59 on the next business day after the change complete was sent. The MSSL sets the request’s status to “All change complete notifications have been acknowledged”.
13. The request’s status is set to “The transaction has been successfully processed”.

## Alternative Course of Events (Account Closure)

**4a. The transaction acknowledgement is not received within the necessary timeframe. Action Date has not passed:**

4a.1 The transaction will continue when a valid acknowledgement is received.

**6b. The transaction acknowledgement is not received within the necessary timeframe. Action Date has passed:**

- 6b.1 When a valid acknowledgement is received, New Action Date Required notification will be sent to NMPPR/MPR. The MSSL updates the request's status to "Pending a transaction acknowledgement for the new date required notification that was sent to the current supplier"
- 6b.2 The NMPPR/MPR sends a transaction acknowledgment to the MSSL by the next business day after the new transfer date notice was sent. The MSSL updates the request's status to "Pending new action date from new supplier".
- 6b.3 The MSSL accepts the new transfer date provided by the NMPPR/MPR within 2 business days, sets the request's status to "New Action Date Received", and dispatches a transaction acknowledgment.

**12. The transaction acknowledgement is not received within the necessary timeframe:**

12.1 The transaction will continue when a valid acknowledgement is received.

### 5.6.11 Voluntary Temporary Disconnection Request

<b>Overview</b>	<p>This transaction concerns the handling of temporary disconnection requests from the current supplier of a consumer or from a DMP. NMPRs, MPRs, DMPs and the EMC on behalf of a DMP can electronically submit temporary disconnection requests.</p> <p>The MSSL verifies the request and updates its internal consumer system.</p>
<b>Purpose</b>	To manage the temporary disconnection of a consumer receiving supply from an NMPR or MPR, or directly from the wholesale energy market.
<b>Pre-Conditions</b>	<p>The NMPR, MPR, DMP or EMC has been registered in the EBT system.</p> <p>The consumer is currently receiving supply from the NMPR/MPR, or is a DMP.</p> <p>The consumer is not residential consumer.</p>

#### Typical Course of Events

1. The NMPR/MPR/EMC/DMP submits a voluntary temporary disconnection request.
2. The MSSL validates the request, sets its status to "The transaction is pending validation", then dispatches a transaction acknowledgment to the requesting party.
3. The temporary disconnection transaction is written to the MSSL's exception report and the EBT user notifies the Transmission Licensee of the temporary disconnection. The MSSL sets the request's status to "Pending a TL notification confirmation".
4. The EBT user indicates the notification to the transmission licensee via the EBT front end and the request's status is set to "The TL notification has been made".
5. For requests submitted by a DMP, the MSSL sends a change pending notification to the EMC and sets the status of the Voluntary Temporary Disconnection Request to "Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier".
6. For requests submitted by a DMP, the EMC sends a transaction acknowledgment to the MSSL by 23:59:59 on the next business day after the change pending was sent and the MSSL sets the request's status to "All change pending notifications have been acknowledged".
7. On the action date, MSSL updates its consumer data and sets the request's status to "The data has been updated in the SAP system"
8. The MSSL sets the request's status to "The transaction has been successfully processed".

#### Alternative Course of Events (Temporary Disconnection Request)

<p><b>6. The transaction acknowledgement is not received within the necessary timeframe:</b></p> <p>6.1 The transaction will continue when a valid acknowledgement is received.</p>
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### 5.6.12 Billing Option Change Request

<b>Overview</b>	<p>This transaction concerns the changing of the billing option for a consumer that is receiving supply from an NMPR or MPR.</p> <p>Only the NMPR or MPR can determine that a consumer's billing option should change. The NMPR or MPR submit the request to the MSSL for verification and calculation of the final bill. The MSSL sends the final bill to the NMPR or MPR.</p>
<b>Purpose</b>	To apply a request to change the billing option for a consumer of an NMPR or MPR. The two available options are retailer consolidated billing and split billing.
<b>Pre-Conditions</b>	<p>The NMPR or MPR have been registered in the EBT system.</p> <p>The consumer is currently receiving supply from the MPR or NMPR.</p> <p>The consumer is not residential consumer.</p>

### Typical Course of Events

1. The NMPR or MPR submits a billing option change request.
2. The MSSL validates the request and sets its status to "The transaction is pending validation" and dispatches a transaction acknowledgment.
3. On the action date, MSSL updates its consumer data and sets the request's status to "The data has been updated in the SAP system"
4. The MSSL calculates the final bill and sets the request's status to "Waiting for Final Bill Sent Confirmation".
5. The final bill is generated and sent to the NMPR or MPR as part of the billing file. The request's status is set to "Final bill sent confirmation received from billing".
6. The request's status is set to "The transaction has been successfully processed".



### 5.6.13 New Action Date Notice

<b>Overview</b>	<p>This process concerns the sending of a new action date notice by the Participant who has raised a Consumer Transfer Request. This is necessary when a transfer has been subject to meters have not been remediated.</p> <p>For Non-market to market transfers, where AMI meters are remediated earlier then New action date notice can be submitted in response to communication from the MSSL.</p> <p>The new supplier will be requested to provide a new action date.</p> <p>The Participant submits the new action date notice for verification by the MSSL.</p> <p>The MSSL replies with an acknowledgment.</p>
<b>Purpose</b>	To supply a new date for a consumer transfer.
<b>Pre-Conditions</b>	The Participant has been notified by the MSSL that the transfer requires a new date.
<b>Post-Conditions</b>	<p>The new action date notice is acknowledged.</p> <p>The Consumer Transfer Request processing will be continued.</p>

#### Typical Course of Events

1. The Participant receives the new transfer date required notification (refer to the New Action Date Required Notification process).
2. The Participant sends the new action date notice.
3. The MSSL validates the notice and updates the transaction's status to "New action date received".
4. The MSSL sends the Participant an acknowledgement.

#### Alternative Course of Events

<p><b>1. For Non market to Market transfers having AMI meters remediated earlier then action date</b></p> <p>1.1 MPR/NMPR receives communication from the MSSL for Early remediated meters</p> <p>1.2 MPR/NMPR submits the New action date via existing New Action Date Notice EBT. New action date must be earlier then original action date.</p> <p>1.3 The MSSL receives &amp; validates request and continues processing with new action date if valid transfer date is received.</p>
<p><b>3. Transaction validation fails:</b></p> <p>3.1 A transaction acknowledgment will be generated with details of the error specifying the reason for failure, the attribute in which the error was detected, and the value of the erroneous error. The acknowledgment shall be sent no later than four business days following the initial receipt of the request by the EBT.</p> <p>3.2 The processing will continue when a valid transfer date is received.</p>

#### Notes (New Action Date)

- The MSSL must complete their validation within 2 business days of having received the notice.

## Cancel Transaction

<b>Overview</b>	<p>This transaction concerns the automated cancellation of a consumer transfer, account closure, voluntary temporary disconnection, billing option change, Non market to Market consumer transfer or Meter option change. This cancellation transaction is provided to allow for circumstances when the transaction's initiating party has agreed that the transaction should not proceed; for example, where a consumer has been incorrectly identified for a transfer or account closure.</p> <p>It also allows for the circumstance where a DMP wants to terminate a transfer, account closure or voluntary temporary disconnection that they are involved in, even though they may not be the initiating party of the transaction.</p> <p>The initiating Participant sends a termination notice to the MSSL, who verifies that the notice has been received within the allowable timeframe. If verification is successful the transaction will be terminated and all parties involved with the original transaction will be notified of its cancellation.</p>
<b>Purpose</b>	<p>To automatically cancel a consumer transfer, account closure, voluntary temporary disconnection or billing option change request.</p>
<b>Pre-Conditions</b>	<p>A valid Consumer Transfer Request, Account Closure Request, Voluntary Temporary Disconnection Request, or Billing Option Change Request has been received by the EBT system.</p> <p>Where the transaction has updated the MSSL's customer system, the action date for the Consumer Transfer, Account Closure, Voluntary Temporary Disconnection or Billing Option Change Request must be after the third business day of the MSSL's current system date.</p>

## Typical Course of Events

<p>1. The Participant sends a termination notification to the MSSL: the MSSL sets the transaction's status to "Termination notification received" and sends a transaction acknowledgment back.</p>
<p>2. The MSSL checks if the original transaction has a status of "Pending data change on action date in the SAP system" or some subsequent status. If the transaction is in either of these states then the MSSL cancels its consumer data change transaction.</p>
<p>3. If the Transmission Licensee has been notified of the original transaction, the termination notification appears on the MSSL's exception report, and has its status updated to either "Pending a termination TL notification confirmation in response to a transaction that has been terminated" or "Pending a termination TL notification confirmation and then a termination transaction acknowledgment from the current supplier for a transaction terminated notification that will be sent by EBT".</p>
<p>4. If the Transmission Licensee has been notified of the original transaction, the MSSL notifies the transmission licensee of the termination and sets the transaction's status to "TL has been informed of the termination of an account closure or temporary disconnection".</p>
<p>5. If one or more Participants have received change pending messages relating to the original transaction, the MSSL notifies them of the transaction's termination. The MSSL sets the transaction's status to either " Pending a termination transaction acknowledgment from the current supplier in response to the transaction terminated notification that was sent by EBT" or "Pending termination transaction acknowledgments from both the current and new suppliers in response to a transaction terminated notification that was sent by EBT".</p>
<p>6. Within one business day the MSSL must receive transaction acknowledgments from Participants who were sent transaction terminated notifications. The MSSL updates the transaction's status to "All relevant parties have confirmed that they have been notified of a transactions termination".</p>

7. The MSSL updates the transaction's status to "The transaction has been terminated" and then "The transaction could not be successfully processed because it was either terminated or there was an error".

### **Alternative Course of Events**

**6 The transaction acknowledgment(s) is(are) not received within the necessary timeframe:**

- 6.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 6.2 The transaction continues when the acknowledgment(s) is(are) received.

### 5.6.14 Dispatch Pricing Data

<b>Overview</b>	<ul style="list-style-type: none"> <li>This transaction concerns the sending of pricing data by the EMC.</li> <li>The data is generated by the EMC and sent to the MSSL.</li> </ul>
<b>Purpose</b>	<ul style="list-style-type: none"> <li>To pass on pricing details to the MSSL.</li> </ul>
<b>Pre-Conditions</b>	<ul style="list-style-type: none"> <li>The EMC has generated a file of pricing data.</li> </ul>

#### Typical Course of Events

1. The EMC submits a pricing data file.
2. The MSSL captures the file and validates the details, the sets the transaction's status to "The transaction is pending validation" and dispatches a transaction acknowledgment.
3. The MSSL dispatches the pricing data file to its internal systems and sets the transaction's status to "Data file sent".
4. The MSSL sets the status of the transaction to "The transaction has been successfully processed".

#### Notes

- The receipt of pricing details is expected monthly.

### 5.6.15 Consumer Transfer Request – Non Market to Market (Retailer Initiated)

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer (Residential / C &amp; I) from Non Market supply to Market (NMPR/MPR) supply when the Retailer (NMPR/MPR) submits the request.</p> <p>The transfer request is recorded by the MSSL on behalf of NMPR/MPR. The MSSL verifies the request, calculates the final bill for non contestability period and then moves consumer in with NMPR / MPR, indicating that the transfer is complete.</p>
<b>Purpose</b>	To manage the transfer of electricity supply to a consumer from provision by a MSSL (Non Market) to supply by NMPR/MPR.
<b>Pre-Conditions</b>	<p>The NMPR/MPR is registered in the EBT system.</p> <p>The consumer is currently receiving supply from the MSSL (Non Market) at regulated tariff.</p> <p>This process does not apply to the following:</p> <ol style="list-style-type: none"> <li>PAYU scheme</li> <li>IGS / EG scheme</li> <li>Master meter scheme (DAS / ECS)</li> <li>HT New connection / HT Takeover</li> <li>LT Immediate</li> <li>DMP</li> </ol>

## Typical Course of Events

1.	The customer submits request for Non Market to Market process to NMPR/MPR.
2.	The MSSL receives EBT request from NMPR/MPR and validates the request. Then sets its status to "The transaction is pending validation".
3.	The MSSL generates necessary master data of market consumer and if required, performs meter change operation for consumer based on Meter option selected. If selected meter option is 'AMI', then request may take 30 calendar days for meter installation and/or remediation.
4.	On the action date, MSSL updates its consumer data and sets the request's status to "The transaction has been successfully processed"

## Alternative Course of Events (Non Market to Market - Retailer Initiated)

<b>1 Retailer Initiated Termination :</b>	
1.1	When retailer (NMPR/MPR) submits Termination request, the MSSL records and validates request of termination and sets request status as "Termination Notification received"
1.2	The MSSL terminates request and sets status as "The transaction has been terminated"
<b>2 The requested transfer date is no longer acceptable:</b>	
2.1	If the AMI meters are not remediated before the action date, The request's status is set to "Pending a new action date from the New supplier".
2.2	Once the MSSL has received a new date from NMPR/MPR it will record the new date for the transfer request and set the request's status to "New action date received".
3.3	Processing of request continue as per new action date.
<b>4a Consumer Self Read option has been selected for consumer under SRLP Metering Option:</b>	
4a.1	Consumer submits self read via available communication channels. The customer will get a window period from Action Date -3 to Action Date-1 to submit the meter readings. Meter readings will be estimated on the action date if no reading is available from the customer. No meter reading charges will be applied in these cases.
4a.2	On the action date, process continues as existing process without any meter reading charges.
<b>4b Early Remediation of AMI meters</b>	
4b.1	The MSSL sends Email notification to NMPR/MPR for early remediation of AMI meters
4b.2	NMPR/MPR then responds with new (earlier) action date via existing New action Date Notification
4b.3	Once the MSSL has received a new date from the MPR/NMPR, it will record the new date for the transfer request and set the request's status to "New action date received".
4b.4	Processing of request continues as per new action date.

## 5.6.16 Consumer Transfer Request – Market to Non Market (Retailer / EMC Initiated)

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer (Residential / C &amp; I) from Market (NMPR/MPR) supply to Non Market supply when the Retailer (NMPR/MPR) submits the request.</p> <p>The transfer request is recorded by the MSSL on behalf of NMPR/MPR. The MSSL verifies the request and then moves consumer in with MSSL with regulated tariff (Non Contestable) indicating that the transfer is complete.</p>
<b>Purpose</b>	To manage the transfer of electricity supply to a consumer from provision by

	a supply by NMPPR/MPR (contestable) to MSSL (Non contestable).
<b>Pre-Conditions</b>	The NMPPR/MPR is registered in the EBT system. The consumer is currently receiving supply from a NMPPR/MPR

### Typical Course of Events

1.	The customer submits request to become Non Contestable consumer from Contestable to NMPPR/MPR.
2.	The MSSL receives EBT request from NMPPR/MPR and validates the request. Then sets its status to "The transaction is pending validation".
3.	On the action date, MSSL updates its consumer data, ends contestable contract and moves consumer in on regulated tariff.
4.	The MSSL calculates the consumer's final bill and sets the request's status to "Waiting for Final Bill Sent Confirmation".
5.	The consumer's final bill is generated and sent to the current NMPPR/MPR as part of the billing file, and the request's status set to "Final bill sent confirmation received from billing".
6.	The MSSL sets the request's status to "The transaction has been successfully processed".

### Alternative Course of Events (Market to Non Market - Retailer/EMC Initiated)

<b>1 Retailer Initiated Termination :</b>	
1.1	When NMPPR/MPR submits Termination request, the MSSL records and validates request of termination and sets request status as "Termination Notification received"
1.2	The MSSL terminates request and sets status as "The transaction has been terminated"
<b>2 The DMP requests to become Non Market participant</b>	
1.1	When DMP submits requests to become Non contestable, system will generate "Change complete Notification" to EMC, for indication of DMP setup of consumer has been decommissioned in system.
1.2	The MSSL terminates request and sets status as "The transaction has been successfully processed"
<b>3 Consumer Self Read option has been selected for consumer under SRLP Metering Option:</b>	
3.1	Consumer submits self read via available communication channels. The customer will get a window period from Action Date -3 to Action Date-1 to submit the meter readings. Meter readings will be estimated on the action date if no reading is available from the customer. No meter reading charges will be applied in these cases.
3.2	On the action date, process continues as existing process without any meter reading charges.

### 5.6.17 Mass Consumer Transfer Request

<b>Overview</b>	This transaction concerns with ability to submit multiple consumer transfer request by any Retailer (NMPPR/MPR). Retailer can submit bulk processing request via a specific XML message structure. MSSL will distribute multiple requests into individual Consumer Transfer Request. Individual requests then will be processed as per Consumer Transfer Request.
<b>Purpose</b>	To process bulk Consumer Transfer Request initiated by any Retailer (NMPPR/MPR)

<b>Pre-Conditions</b>	<p>The NMPPR/MPR is registered in the EBT system.</p> <p>The consumer is currently receiving supply from a NMPPR/MPR/MSSL (Market)</p>
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### Typical Course of Events

1.	The Retailer (NMPPR/MPR) submits Mass consumer transfer request as per XML message format.
2.	The MSSL receives EBT request from NMPPR/MPR and validates the request. Then it will distribute individual Consumer Transfer Requests from bulk requests.
3.	The individual Consumer Transfer request will then take course of Consumer Transfer request

### Alternative Course of Events Mass Consumer Transfer Request

<b>1 Validation Fails for the request :</b>	
1.1	If initial validation related to file structure fails, system will send VA fail to retailer for the request.

### 5.6.18 Retailer Special Read Request (Retailer Initiated)

<b>Overview</b>	<p>This transaction concerns for any retailer (NMPPR/MPR) submits a request of Special Read for their consumer having Static Residential Load Profile (SRLP).</p> <p>The request will be validated and recorded by the MSSL. Then MSSL will retrieve discreet special read from the consumer premise, charges the consumer and provides response back with Special Read Details.</p>
<b>Purpose</b>	To provide special read details of an end user consumer requested by any Retailer (NMPPR/MPR).
<b>Pre-Conditions</b>	<p>The NMPPR/MPR is registered in the EBT system.</p> <p>The consumer is currently receiving supply from Retailer.</p> <p>The consumer is on Static Residential Load Profile (SRLP) meter option.</p>

### Typical Course of Events

1.	The Retailer (NMPPR/MPR) submits Special Read request as per XML message format.
2.	The MSSL receives EBT request from NMPPR/MPR and validates the request. MSSL then will perform Special Meter Reading on consumer premise and will apply charge accordingly.
3.	The response will be sent through Special Read Details request with discreet meter reading.

### Alternative Course of Events Special Read Request

<b>1 Validation Fails for the request :</b>	
1.1	If initial validation related to file structure fails, system will send VA fail to retailer for the request.

## Notes

- Response for special read request will be sent within 5 business days of request day

### 5.6.19 Meter Option Change (Retailer Initiated)

<b>Overview</b>	<p>This transaction concerns Change of Meter Option, i.e. Static Residential Load Profile (SRLP) to AMI or AMI to Static Residential Load Profile (SRLP).</p> <p>The Meter Option change request is recorded by the MSSL on behalf of NMPR/MPR. The MSSL verifies the request and then performs Change of meter options and if required will exchange meter on consumer premise.</p>
<b>Purpose</b>	To manage switching of Meter Option (AMI / SRLP) for the consumer.
<b>Pre-Conditions</b>	<p>The NMPR/MPR is registered in the EBT system.</p> <p>The consumer is currently receiving supply from NMPR/MPR</p> <p>The consumer is contestable residential consumer.</p>

### Typical Course of Events

1.	The customer submits request for Meter option change to NMPR/MPR.
2.	The MSSL receives EBT request from NMPR/MPR and validates the request. Then sets its status to "The transaction is pending validation".
3.	The MSSL verifies request data and if required, performs meter exchange operation for consumer based on Meter option selected. If consumer has chosen AMI meter option, then meter will be exchanged and remediated for the premise, and will finish the process within 30 calendar days.
4.	Upon successful validation of the transaction, the MSSL updates its consumer master data and sets the request's status to "The transaction has been successfully processed"

### Alternative Course of Events (Meter Option Change)

<b>1 Retailer Initiated Termination :</b>	
1.1	When retailer (NMPR/MPR) submits Termination request, the MSSL records and validates request of termination and sets request status as "Termination Notification received"
1.2	The MSSL terminates request and sets status as "The transaction has been terminated"



## 5.7 Transactions initiated by either the MSSL or a Participant

### 5.7.1 Receive Validation Acknowledgement

All messages sent to the MSSL by Participants will receive validation acknowledgments that indicate whether or not the transaction successfully passed validation. The validation result verifies that all the correct data items within the transaction have been provided, that any consumer information correctly identifies a consumer, and that the acceptance of the transaction will not contravene any business rules specific to the notice being processed. The validation result does not indicate that the transaction has been successfully processed to completion.

<b>Overview</b>	As a part of the validation process validation acknowledgments must be generated by the MSSL to indicate the success or failure of a transaction. This process dispatches such acknowledgments to the transaction's initiating Participant.
<b>Purpose</b>	Notifies a Participant of the validation result of a transaction they have submitted.
<b>Pre-Conditions</b>	Messages have been captured and validated.
<b>Post-Conditions</b>	None.

### Typical Course of Events

1. The MSSL sends the acknowledgment to the Participant who generated the original transaction.

### Notes

- Validation acknowledgments can be sent by the MSSL at any time
- Validation Acknowledgements are not, in turn, acknowledged
- The transaction identified by the Acknowledgement must match a transaction that was sent, and must not have been previously acknowledged.

## 5.7.2 Send Transaction Acknowledgement

<b>Overview</b>	<p>A Participant who receives a transaction must acknowledge the receipt of that transaction. This process accepts a message sent by the MSSL to a Participant and applies the acknowledgment to its associated transaction.</p> <p>Transaction acknowledgments are not, in turn, acknowledged unless a transaction acknowledgment fails validation.</p>
<b>Purpose</b>	To submit an acknowledgment for a transaction sent by the MSSL.
<b>Pre-Conditions</b>	A transaction has been sent by the MSSL.
<b>Post-Conditions</b>	The post-conditions for this process are dependent upon the context within which this process was invoked.

### Typical Course of Events

1. The Participant receives a message from the MSSL.
2. The Participant sends an acknowledgment in response to the message.
3. The MSSL validates the acknowledgment.

### Alternative Course of Events

<b>3 The transaction acknowledgment fails the validation:</b>	
3.1	A transaction acknowledgment will be generated with details of the error specifying the reason for failure, the attribute in which the error was detected and the value of the erroneous error. The acknowledgment shall be sent no later than four business days following the initial receipt of the request by the EBT.
3.2	The processing for that transaction will continue when a valid transaction acknowledgment is received.

### Notes

- Transaction acknowledgments are expected to be generated by Participants within one business following the dispatch of the original transaction
- The transaction identified by the Acknowledgement must match a transaction that was sent, and must not have been previously acknowledged.

### 5.7.3 Cancel Transaction (consumer or MSSL initiated)

<b>Overview</b>	<p>This transaction concerns the cancellation of a Consumer Transfer, Account Closure, Involuntary Temporary Disconnection or Voluntary Temporary Disconnection Request when initiated by the end consumer or the MSSL. This cancellation transaction is provided to allow for circumstances where the consumer or MSSL has decided that the transaction should not proceed.</p> <p>Only the MSSL can terminate MSSL initiated account closures and involuntary temporary disconnection requests.</p> <p>The MSSL will be notified by the consumer to cancel the transaction or will decide that a transaction needs cancelling. The MSSL will identify the transaction to be cancelled and notify parties that have been notified of the original transaction of the cancellation.</p>
<b>Purpose</b>	<p>To cancel a consumer transfer, account closure, involuntary temporary disconnection or voluntary temporary disconnection request.</p>
<b>Pre-Conditions</b>	<p>A valid Consumer Transfer Request, Account Closure or Temporary Disconnection Request has been received by the EBT system.</p> <p>Where the transaction has updated the MSSL's consumer system, the action date for the request must be after 00:00:00 on the third business day of the current system date.</p>

#### Typical Course of Events

<p>1. The consumer notifies the MSSL to cancel a consumer transfer, account closure, or voluntary temporary disconnection request. Alternatively, the MSSL decides to cancel a transfer, account closure or temporary disconnection at its own discretion. Only the MSSL can terminate MSSL initiated account closures and involuntary temporary disconnection requests.</p>
<p>2. The MSSL cancels the transaction and sets its status to "Termination notification received".</p>
<p>3. The MSSL checks if the original transaction has a status of "Pending data change on action date in the SAP system" or some subsequent status. If the transaction is in either of these states then the MSSL cancels its consumer data change transaction.</p>
<p>4. If the Transmission Licensee has been notified of the original transaction, the termination notification appears on the exception report. The status will be set to one of the following:</p> <ul style="list-style-type: none"> <li>➤ "Pending termination transmission licensee notification confirmation then termination consumer notification confirmation for transaction terminated notification from consumer"</li> <li>➤ "Pending termination transmission licensee notification confirmation for transaction terminated notification from transmission licensee"</li> <li>➤ "Pending termination transmission licensee notification confirmation then termination transaction acknowledgment for transaction terminated notification from current supplier"</li> <li>➤ "Pending termination transmission licensee notification confirmation then termination transaction acknowledgment for transaction terminated notification from current supplier and termination consumer notification confirmation for transaction terminated notification from consumer"</li> <li>➤ "Pending termination transmission licensee notification confirmation then termination transaction acknowledgment for transaction terminated notification from consumer"</li> <li>➤ "Pending termination transmission licensee notification confirmation then termination transaction acknowledgment for transaction terminated notification from current supplier and consumer".</li> </ul>

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|----|--|
| 5. | If the Transmission Licensee has been notified of the original transaction, the MSSL notifies the transmission licensee of the termination and sets its status to "Termination transmission licensee notification confirmation for transaction terminated notification from transmission licensee made".   |
| 6. | If one or more Participants and/or the consumer have been notified of the transaction they will be notified of its termination. The status of the transaction will be either: <ul style="list-style-type: none"> <li>➤ "Pending termination transaction acknowledgment for transaction terminated notification from current supplier"</li> <li>➤ "Pending termination transaction acknowledgment for transaction terminated notification from new supplier"</li> <li>➤ "Pending termination transaction acknowledgment of transaction terminated notification from current and new supplier"</li> <li>➤ "Pending termination transaction acknowledgment for transaction terminated notification from current supplier and consumer"</li> <li>➤ "Pending termination transaction acknowledgment for transaction terminated notification from current supplier and termination consumer notification confirmation for transaction terminated notification from consumer"</li> <li>➤ "Pending a termination consumer notification confirmation in response to a transaction that has been terminated".</li> </ul> |
| 7. | Within one business day the MSSL must receive transaction acknowledgments from Participants who were sent transaction terminated notifications. Once all acknowledgments are received, the status of the transaction will be set to "All relevant parties have confirmed that they have been notified of a transactions termination".  |
| 8. | The MSSL updates the transaction's status to "The transaction has been terminated" and then "The transaction could not be successfully processed because it was either terminated or there was an error".  |

### **Alternative Course of Events (Cancel Transaction – Consumer or MSSL Initiated)**

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| <b>4. The transaction acknowledgment is not received within the necessary timeframe:</b> |  |
| 4.1  | The transaction is included on an exception report for follow-up by the EBT administrator. |
| 4.2  | The transaction continues when the acknowledgment is received.                             |

### 5.7.4 Consumer History Request (Consumer Initiated)

<b>Overview</b>	<p>This transaction concerns the provision of a consumer's historical usage information when the consumer submits the request.</p> <p>The request submitted by the MSSL on behalf of the consumer and is verified and processed by the MSSL. The MSSL then generates a usage file and passes it to the nominated party via EBT, or to the consumer via manual channels. The usage data feed is generated for the specified consumer for the lesser of either timeframe mentioned in the transaction or the period of data held within the system.</p>
<b>Purpose</b>	To generate a history of consumer information for the end consumer.
<b>Pre-Conditions</b>	<p>The consumer has contacted the MSSL to request a consumer history.</p> <p>The consumer is not residential consumer.</p>

#### Typical Course of Events

1. The MSSL records and validates the request, then sets its status to "The transaction is pending validation".
2. The MSSL sends the request to its metering system and sets the request's status to "Pending data file". For a manual delivery the MSSL sets the request's status to "Waiting for a consumer history sent confirmation from RMR".
3. For an electronic delivery only, the MSSL's metering system generates the usage data within five business days of the request being sent. This usage data will be sent in a separate usage file from that which is generated on a daily basis. The usage data is forward it to the requesting Participant and the request's status is set to "Pending a transaction acknowledgment indicating that the data file has been received".
4. For an electronic delivery only, the nominated party sends the MSSL a transaction acknowledgment within one business day of receiving the consumer history data. The MSSL updates the request's status to "The data file has been received by the intended party"
5. For a manual delivery only, a consumer history sent confirmation is sent by the MSSL within five business days from the date the consumer history notification was sent. The MSSL updates the request's status to "Consumer history sent confirmation received from RMR"
6. The MSSL sets the request's status to "The transaction has been successfully processed".

#### Alternative Course of Events

<p><b>3a The consumer wants to receive the data themselves:</b></p> <p>3a.1 The file is manually sent to the end consumer because the MSSL's metering system is told that the delivery method is manual.</p> <p>3a.2 Go to step 5.</p>
<p><b>4 The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>4.1 The transaction is included on an exception report for follow-up by the EBT administrator.</p> <p>4.2 The transaction continues when the acknowledgment is received by the MSSL.</p>
<p><b>3b &amp; 5 metering system does not respond within the necessary timeframe:</b></p> <p>3b.1 &amp; 5.1 The transaction is included on the MSSL's error report for follow-up by the EBT administrator.</p> <p>3b.2 &amp; 5.2 The transaction continues when a valid usage file is received.</p>

## 6 Market Participant Testing

Market Participant testing will allow all Participants to receive and send defined EBT messages against a known database, so that the results may be used to determine the integrity of the Participant's own systems.

It is expected that Market Participant testing will commence after successful completion of Systems Acceptance Testing. This is to assure Participants that they are interacting with systems of known capabilities.

Whilst every effort will be taken to ensure that the MSSL systems are error-free, it cannot be guaranteed, and Participants should report any suspected errors in MSSL systems to the MSSL for investigation.

The following table provides an overview of Market Participant testing.

<b>Scope Of Tests</b>	Testing of Participant systems through the controlled submission and receipt of EBT transactions.
<b>Components Tested</b>	Participant Systems
<b>Responsibility</b>	Market Participants
<b>Inputs</b>	<ul style="list-style-type: none"> <li>➤ Approved process documentation (Market Participant Kit and Market Participant User Manual)</li> <li>➤ MSSL Accepted Systems</li> <li>➤ Market Participant Test Pack (Test Kit and Test Data Sheet)</li> <li>➤ The Participant's own software systems</li> </ul>
<b>Output</b>	<ul style="list-style-type: none"> <li>➤ Tested Market Participant systems</li> <li>➤ Documented test case results suitable for achieving certification</li> </ul>
<b>Data</b>	As defined in the Test Pack
<b>Resources</b>	<ul style="list-style-type: none"> <li>➤ Participant staff</li> <li>➤ SP Services Testing team</li> </ul>
<b>Environment</b>	Market Test logical environment on the Disaster Recovery hardware environment

## 6.1 Objectives & Responsibilities

The objective of Market Participant testing is to allow Participants to assure themselves that their systems interact successfully with the MSSSL's EBT system.

A secondary objective is for the Participant to ensure their systems can produce the required testing results required for self-certification (see next section).

### 6.1.1 Market Participant Code of Conduct

The following code of conduct is necessary to help complete Market Tests in a smooth and timely fashion:

- Participants should start and stop testing on schedule so that SP Services can provide adequate support
- Participants must restrict their operations to the data contained in their Test Pack
- Participants acknowledge that, as the owner of the EBT system, SP Services will take any action necessary to ensure the system's integrity.

### 6.1.2 Market Participant Responsibilities

The responsibility of Participants, as defined in the Electricity Act is to meet obligations regarding the maintenance of accurate data stored on MSSSL systems.

Therefore, when interacting with the MSSSL via EBT, the responsibilities of Participants are to:

- Notify MSSSL immediately when they detect any occurrence of, or potential for, (e.g., via changes to their system configuration) compromise to the integrity of data
- Ensure version and change control procedures are implemented so that any changes can be tested prior to being implemented
- Ensure staff using the systems are fully trained before being given access.

### 6.1.3 MSSSL Responsibilities

The responsibilities of MSSSL regarding testing are to:

- Provide Participants with access to a test/training environment for the purpose of testing the Participants' systems
- Provide contact details for queries regarding the test requirements
- Advise Participants of any changes to data and/or requirements.

### 6.1.4 Assumptions

Each Participant will have access to one and only one set of data, as defined in their Test Pack. This is to ensure that operations by one Participant are carried out in isolation from those of other Participants.

## 6.2 The Market Test Process

### 6.2.1 Testing Activities

Testing will be process based. Participants shall send their request via email to [retailerhelp@spgroup.com.sg](mailto:retailerhelp@spgroup.com.sg). They will each be given a 'Test Pack' containing defined test scenarios. All scenarios may be tested.

The events associated with Market Tests are as follows:

- **Initial Participants workshop** – to be scheduled, where all Participants interested in taking part in the Market Tests will be given an overview of the structure, schedule and conduct of the Market Testing
- **Issuance of the complete Market Participant Test Pack** – includes descriptions of each test scenario, the schedule for executing the scenarios, the test data, and various general administrative details
- **Market Testing** – the timetable for executing the tests is defined in the schedule in the Market Participant Test Kit.

## 6.3 Test Execution

Each Participant will have their own set of data. Files will be exchanged as specified in section 5 of the Market Participant Test Kit, and as per the schedule in section 8. Some transactions will be initiated by the MSSL and others by the Participant.



## 6.4 Market Test Documentation

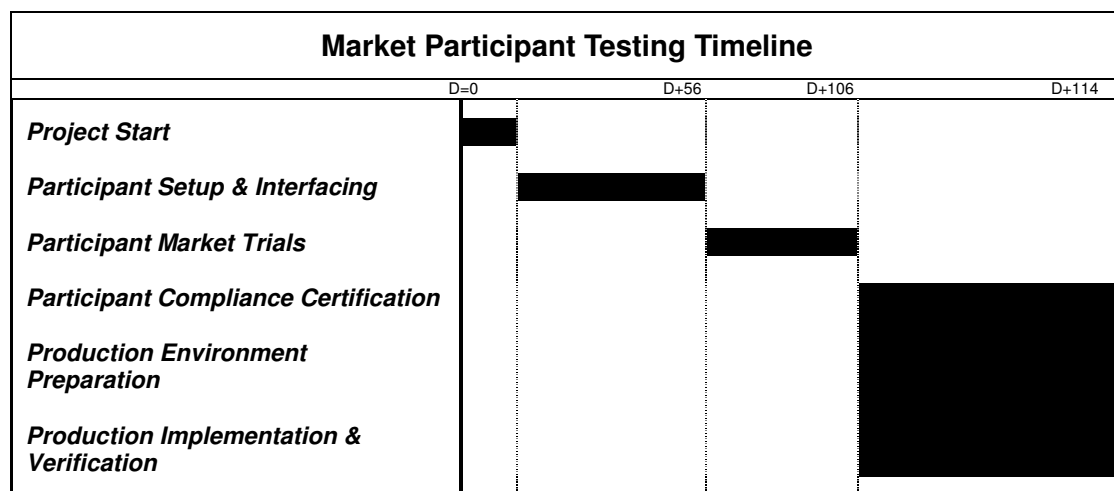
The following is a list of the Market Test documentation:

- **Market Participant Test Kit:** The Test Kit contains details of the test scenarios and their flow, the expected and actual results anticipated, the content of the messages Participants should send, the Certification Checklist, and the testing schedule
- **Market Participant Test Data Sheet:** The Test Data Sheet is a spreadsheet containing the data to be used by each Participant
- **Reference Material:** The Market Participant Kit (this document) and Market Participant User Manual detail the processes and specifications required by an application interfacing to the MSSL.

## 6.5 Timelines

The Project should commence at least 3 months before the planned timeline for Market Trial.

The following table outlines the planned timeline for Market Tests:



Key dates shown in the timeline above are as follows and measured in days. Note the project start is subjective to the completion of the following pre-project activities.

1. Distribution of Market Participant test packs to the Market Participant.
2. Discussion to start the Participant set-up & Interfacing (which includes the EBT development) and other clarifications which is initiated by the Market Participant.
3. Submission of the technical checklist by the Market Participant.
4. Finalized project timeline as agreed by the Market Participant and SP.

<b>Activity / Milestone</b>	<b>From</b>	<b>To</b>
Project Start	D=0	
Participant Set-up & Interfacing	D+0	D+56
Participant Market Trials	D+57	D+106
Production Implementation &	D+107	D+114

Verification (Including Participant Compliance Certification and Production Environment Preparation)		
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The duration is subjected to system maintenance and refresh schedules.

For the Production Disaster Recovery Drill schedule, a discussion shall be arranged separately by the Market Participant and SP. The Market Participant shall initiate the meeting to kick-start the Disaster Recovery Drill preparation and testing.

## 7 Market Participant Certification

Market Participant certification will be performed on a self-certification basis. Each Participant will be required to complete a checklist containing a representative sampling of the messages required by the New Electricity Market, and extracted from the MSS Code. By completing this checklist the Participant certifies that their business processes, procedures and systems meet the requirements of the MSS Code, and hence will not compromise the integrity of data stored in the EBT system.

Note that the MSSL in no way guarantees that the systems of a Participant completing the Certification Checklist are free of errors.

### 7.1 Responsibilities of Market Participants

See section 6.1.2.

### 7.2 Certification Process

The process to be performed by Market Participants wishing to gain certification is as follows:

1. The Certification Checklist is part of the Market Participant Test Kit. It lists the test scenarios in the Kit, and provides a space for Participants to certify that their systems can correctly reproduce the specified test scenario results.
2. Upon completing the Market Testing successfully, the Participant shall complete the appropriate fields in the Checklist and notify the MSSL of their desire to be certified.
3. The MSSL shall record that the Participant is certified in order to ensure that the Participant is registered in their production system.
4. The MSSL will provide the Participant with details as to how the Participant will connect to their production system.
5. Fees will be charged to cover the MSSL's administrative costs.

## 8 Demand Response Scheme

Demand response can be broadly defined as the change in electricity usage in response to market conditions particularly during periods of high wholesale market prices. An effective demand response programme improves the overall efficiency of the market by allowing consumers to respond to real-time market pricing signals. In addition, demand response can lower peak electricity demand, thereby bringing about benefits such as reducing the need to start up less efficient power plants during peak periods and promoting efficient long-run investments for system expansion. For consumers, demand response provides an additional option for them to participate in the electricity market, with appropriate incentives to better manage their electricity usage in response to market conditions.

This section covers the enhancements for Demand Response Scheme only. For information on existing process, refer to the previous sections of this document. Information that is common to the existing EBT system and DRS are listed in the table below.

<b>Topic</b>	<b>Section in document</b>
Technical Architecture	Section 4
Introduction to EBT Operations	Section 5.1
Market Participant Testing	Section 6
Market Participant Certification	Section 7

### 8.1 Terminology

There are a number of terms that have specific meanings within the context of Demand Response Scheme (DRS). These terms are listed below for reference.

<b>Term</b>	<b>Meaning</b>
Demand Response Aggregator (DRA)	A company who is able to aggregate the demand of multiple consumers into a larger tranche.
DRS Consumer	An end-user consumer that takes part in the Demand Response Scheme under a DRA.
Direct DRA (DDRA)	An end-user consumer that chooses to participate in the Demand Response Scheme directly through the NEMS.
Load Registered Facility (LRF)	Any facility that draws energy from the transmission system.

## 8.2 Market Participant & MSSSL Communication

Depending on the intended transaction, DRAs and DDRAs can communicate with the MSSSL via EBT system or via the Market Company. The table below shows the DRS transactions and the corresponding initiator.

<b>Transaction</b>	<b>Initiator</b>	<b>Method</b>
DRA Creation	Market Company	Manual Request
LRF Creation	Market Company	Manual Request
DRS Consumer Registration (DRS or DDRA)	DRA/Market Company	EBT
DRS Consumer De-Registration (DRS or DDRA)	DRA / Market Company	EBT
DRS Consumer Transfer (DRA to DRA)	DRA	EBT
DRS Consumer Transfer (DRA to DDRA)	Market Company	EBT
DRS Consumer Transfer (DDRA to DRA)	DRA	EBT
DRS Consumer Transfer (to LRF within the same DRA)	DRA	EBT
Account Closure (DRS)	DRA/Market Company	Manual Request
LRF Ownership Transfer	Market Company	Manual Request
Closure of Load Registered Facility	Market Company	Manual Request
DRA Closure	Market Company	Manual Request
Consumer History Request	DRA/Market Company/Consumer	Manual Request
Dispatch Usage Data	MSSSL	EBT
Dispatch Invoice Data	MSSSL	EBT

For LRF Ownership Transfer, DRA Closure, and Closure of Load Registered Facility – The new DRA will need to submit a DR transfer request for the affected DRS accounts. Any DRS accounts that are not transferred out by the action date will be automatically closed by the system.

Details of the business transactions that Participants can initiate via the EBT system are contained in Section 8.3 – DRS EBT Operations.

## 8.3 DRS EBT Operations

### 8.3.1 DRS Time Limits

Time limits are generically defined as:

- Within one business day = Before the close of business on the business day following receipt of a message
- Close of business means when EBT ceases to be available, scheduled as 2200 on business days.

The following are the requirements for the times within which events must occur:

- Data elements of a service transaction request should be validated within two business days of the MSSL receiving the service transaction request
- If any of the data elements in a service transaction request are not valid, MSSL will notify the requesting party within four business days of having received the request
- Once the data elements are validated MSSL must obtain a match with the consumer data. Upon receiving the match, MSSL must label the transaction as pending and notify the requesting party within one business day
- If a match is not achieved, MSSL must notify the requesting party with details of which data elements did not match no later than one business day following the date on which the determination is made that a match was not obtained
- All incoming requests that require an action date must specify a date that is equal to or before 22:00:00 on the ninetieth calendar day after the date the request is received
- The action date for Demand Response Registration or Transfer requests must be at least on the day after the 12 business day from current system date.
- Participants have three business days to send an objection to a Demand Response Transfer message
- After an objection notice has been sent, Participants have three business days to send a termination for the Demand Response Transfer
- The MSSL must receive new transfer dates by 22:00:00 on the second business day after the Participant is requested to provide a new date
- All Demand Response Transfers are to take place on the date nominated. Transfers are deemed to take effect at 00:00:01 on the date the transfer is actually made
- All termination requests must be for transactions which have an action date that is after 00:00:00 on the third business day after the current system date.

### 8.3.2 DRS Multiple Transaction Rules

When a Participant sends a request, the MSSSL validates it to check that its acceptance does not violate the multiple transaction rules.

Where the multiple transaction rules deem that the second transaction should be accepted and the first should be terminated, the termination will still be subject to meeting the termination date validation rules. If the date validation rules for a termination cannot be met, the second transaction is rejected. These rules are outlined below.

#### 8.3.2.1 Existing LRF transfer request within the same DRA

When there is an existing LRF transfer request within the same DRA, the following rules apply:

- If the second request is to transfer the consumer to any other type of DR arrangement and the action date for the second transaction is earlier than the action date of the existing LRF transfer request, the first request shall be deemed invalid.
- If the second request is to transfer the consumer to any other type of DR arrangement and the action date for the second transaction is the same or later than the action date of the existing LRF transfer request, the second request shall be deemed invalid.
- If the second request is to close the DRS account and the action date for the second transaction is earlier than the action date of the existing LRF transfer request, the first request shall be deemed invalid.
- If the second request is to close the DRS account and the action date for the second transaction is the same or later than the action date of the existing LRF transfer request, the second request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the current/destination LRF the consumer is currently/to be tied to and the action date for the second transaction is earlier than the action date of the existing LRF transfer request, the first request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the current/destination LRF the consumer is currently/to be tied to and the action date for the second transaction is the same or later than the action date of the existing LRF transfer request, both requests shall be valid.
- If the second request is to perform a closure of the current/destination LRF the consumer is currently/to be tied to and the action date for the second transaction is earlier than the action date of the existing LRF transfer request, the first request shall be deemed invalid.
- If the second request is to perform a closure of the current/destination LRF the consumer is currently/to be tied to and the action date for the second transaction is the same or later than the action date of the existing LRF transfer request, both requests shall be valid.
- If the second request is to perform a closure of the current/destination DRA the consumer is currently/to be tied to and the action date for the second transaction is earlier than or same as the action date of the existing LRF transfer request, the first request shall be deemed invalid.
- If the second request is to perform a closure of the current/destination DRA the consumer is currently/to be tied to and the action date for the second

transaction is later than the action date of the existing LRF transfer request, both requests shall be valid.

- If the second request is for delivery of a consumer's historical information, both the information request and the LRF transfer request shall be deemed valid
- If the second request is to transfer the consumer to regulated tariff, the first request shall be deemed valid and the second request shall be deemed invalid

### **8.3.2.2 Existing DR Transfer Request to DRA/DDRA**

When there is an existing DR transfer request to DRA/DDRA, the following rules apply:

- If the second request is to transfer the consumer to another LRF within the same DRA and the action date for the second transaction is earlier than the action date of the existing DR transfer request, both requests shall be valid.
- If the second request is to transfer the consumer to another LRF within the same DRA and the action date for the second transaction is the same or later than the action date of the existing DR transfer request, the second request shall be deemed invalid.
- If the second request is to transfer the consumer to another DRA/DDRA and the action date for the second transaction is earlier than the action date of the existing DR transfer request, the first request shall be deemed invalid.
- If the second request is to transfer the consumer to another DRA/DDRA and the action date for the second transaction is the same or later than the action date of the existing DR transfer request, the second request shall be deemed invalid.
- If the second request is to close the DRS account and the action date for the second transaction is earlier than the action date of the existing DR transfer request, the first request shall be deemed invalid.
- If the second request is to close the DRS account and the action date for the second transaction is the same or later than the action date of the existing DR transfer request, the second request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the current/destination LRF the consumer is currently/to be tied to and the action date for the second transaction is earlier than the action date of the existing DR transfer request, the first request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the current/destination LRF the consumer is currently/to be tied to and the action date for the second transaction is the same or later than the action date of the existing DR transfer request, both requests shall be valid.
- If the second request is to perform a closure of the current/destination LRF the consumer is currently/to be tied to and the action date for the second transaction is earlier than the action date of the existing DR transfer request, the first request shall be deemed invalid.
- If the second request is to perform a closure of the current/destination LRF the consumer is currently/to be tied to and the action date for the second transaction is the same or later than the action date of the existing DR transfer request, both requests shall be valid.
- If the second request is to perform a closure of the current/destination DRA the consumer is currently/to be tied to and the action date for the second



transaction is earlier than the action date of the existing DR transfer request, the first request shall be deemed invalid.

- If the second request is to perform a closure of the current/destination DRA the consumer is currently/to be tied to and the action date for the second transaction is the same or later than the action date of the existing DR transfer request, both requests shall be valid.
- If the second request is for delivery of a consumer's historical information, both the information request and the DR transfer request shall be deemed valid
- If the second request is to transfer the consumer to regulated tariff, the first request shall be deemed valid, and the second request shall be deemed invalid.

### **8.3.2.3 Existing Account Closure (DRS) Request**

When there is an existing Account Closure (DRS) request, the following rules apply:

- If the second request is to transfer the consumer to any other type of DR arrangement and the action date for the second transaction is earlier than the action date of the existing Account Closure (DRS) request, the first request shall be deemed invalid.
- If the second request is to transfer the consumer to any other type of DR arrangement and the action date for the second transaction is the same or later than the action date of the existing Account Closure (DRS) request, the second request shall be deemed invalid.
- If the second request is to close the DRS account and the action date for the second transaction is earlier than the action date of the existing Account Closure (DRS) request, the first request shall be deemed invalid.
- If the second request is to close the DRS account and the action date for the second transaction is the same or later than the action date of the existing Account Closure (DRS) request, the second request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the current LRF the consumer is tied to and the action date for the second transaction is earlier than the action date of the existing Account Closure (DRS) request, the first request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the current LRF the consumer is tied to and the action date for the second transaction is the same or later than the action date of the existing Account Closure (DRS) request, both requests shall be valid.
- If the second request is to perform a closure of the current LRF the consumer is tied to and the action date for the second transaction is earlier than the action date of the existing Account Closure (DRS) request, the first request shall be deemed invalid.
- If the second request is to perform a closure of the current LRF the consumer is tied to and the action date for the second transaction is the same or later than the action date of the existing Account Closure (DRS) request, both requests shall be valid.
- If the second request is to perform a closure of the current DRA the consumer is tied to and the action date for the second transaction is earlier than the action date of the existing Account Closure (DRS) request, the first request shall be deemed invalid.

- If the second request is to perform a closure of the current DRA the consumer is tied to and the action date for the second transaction is the same or later than the action date of the existing Account Closure (DRS) request, both requests shall be valid.
- If the second request is for delivery of a consumer's historical information, both the information request and the Account Closure (DRS) request shall be deemed valid
- If the second request is to transfer the consumer to regulated tariff, the first request shall be deemed valid, and the second request shall be deemed invalid.

### **8.3.2.4 Existing LRF Ownership Transfer Request**

When there is an existing LRF ownership transfer request, the following rules apply:

- If the second request is to transfer a consumer under the LRF to any other type of DR arrangement and the action date for the second transaction is earlier than or same as the action date of the existing LRF ownership transfer request, both requests shall be valid.
- If the second request is to transfer a consumer under the LRF to any other type of DR arrangement and the action date for the second transaction is later than the action date of the existing LRF ownership transfer request, the second request shall be deemed invalid.
- If the second request is to close the DRS account under the LRF and the action date for the second transaction is earlier than the action date of the existing LRF ownership transfer request, both requests shall be valid.
- If the second request is to close the DRS account under the LRF and the action date for the second transaction is the same or later than the action date of the existing LRF ownership transfer request, the second request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the same LRF and the action date for the second transaction is earlier than the action date of the existing LRF ownership transfer request, the first request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the same LRF to and the action date for the second transaction is the same or later than the action date of the existing LRF ownership transfer request, the second request shall be deemed invalid.
- If the second request is to perform a closure of the same LRF and the action date for the second transaction is earlier than the action date of the existing LRF ownership transfer request, the first request shall be deemed invalid.
- If the second request is to perform a closure of the same LRF and the action date for the second transaction is the same or later than the action date of the existing LRF ownership transfer request, the second request shall be deemed invalid.
- If the second request is to perform a closure of the DRA the LRF is tied to and the action date for the second transaction is earlier than the action date of the existing LRF ownership transfer request, the first request shall be deemed invalid.
- If the second request is to perform a closure of the DRA the LRF is tied to and the action date for the second transaction is the same or later than the action

date of the existing LRF ownership transfer request, both requests shall be valid.

- If the second request is for delivery of historical information for a consumer under the LRF, both the information request and the LRF ownership transfer request shall be deemed valid
- If the second request is to transfer the consumer to regulated tariff, the first request shall be deemed valid, and the second request shall be deemed invalid.

### **8.3.2.5 Existing LRF Closure Request**

When there is an existing LRF closure request, the following rules apply:

- If the second request is to transfer a consumer under the LRF to any other type of DR arrangement and the action date for the second transaction is earlier than or same as the action date of the existing LRF closure request, both requests shall be valid.
- If the second request is to transfer a consumer under the LRF to any other type of DR arrangement and the action date for the second transaction is later than the action date of the existing LRF closure request, the second request shall be deemed invalid.
- If the second request is to close the DRS account under the LRF and the action date for the second transaction is earlier than or same as the action date of the existing LRF closure request, both requests shall be valid.
- If the second request is to close the DRS account under the LRF and the action date for the second transaction is later than the action date of the existing LRF closure request, the second request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the same LRF and the action date for the second transaction is earlier or same as than the action date of the existing LRF closure request, the first request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer on the same LRF to and the action date for the second transaction is later than the action date of the existing LRF closure request, the second request shall be deemed invalid.
- If the second request is to perform a closure of the same LRF and the action date for the second transaction is earlier than the action date of the existing LRF closure request, the first request shall be deemed invalid.
- If the second request is to perform a closure of the same LRF and the action date for the second transaction is the same or later than the action date of the existing LRF closure request, the second request shall be deemed invalid.
- If the second request is to perform a closure of the DRA the LRF is tied to and the action date for the second transaction is earlier than the action date of the existing LRF closure request, the first request shall be deemed invalid.
- If the second request is to perform a closure of the DRA the LRF is tied to and the action date for the second transaction is the same or later than the action date of the existing LRF closure request, both requests shall be valid.
- If the second request is for delivery of historical information for a consumer under the LRF, both the information request and the LRF closure request shall be deemed valid

- If the second request is to transfer the consumer to regulated tariff and the action date of the second request is the same of later than the action date of the first request, both requests shall be deemed valid
- If the second request is to transfer the consumer to regulated tariff and the action date of the second request is earlier than the action date of the first request, the first request shall be deemed valid, and the second request shall be deemed invalid.

### 8.3.2.6 Existing DRA Closure Request

When there is an existing DRA closure request, the following rules apply:

- If the second request is to transfer a consumer under the DRA to another LRF within the DRA and the action date for the second transaction is earlier than the action date of the existing DRA closure request, both requests shall be valid.
- If the second request is to transfer a consumer under the DRA to another LRF within the DRA and the action date for the second transaction is the same or later than the action date of the existing DRA closure request, the second request shall be deemed invalid.
- If the second request is to transfer the consumer to another DRA/DDRA and the action date for the second transaction is earlier than or the same as the action date of the existing DRA closure request, both requests shall be valid.
- If the second request is to transfer the consumer to another DRA/DDRA and the action date for the second transaction is later than the action date of the existing DRA closure request, the second request shall be deemed invalid.
- If the second request is to close the DRS account under the DRA and the action date for the second transaction is earlier than or same as the action date of the existing DRA closure request, both requests shall be valid.
- If the second request is to close the DRS account under the DRA and the action date for the second transaction is later than the action date of the existing DRA closure request, the second request shall be deemed invalid.
- If the second request is to perform a LRF Ownership Transfer of a LRF under the DRA and the action date for the second transaction is earlier or same as than the action date of the existing DRA closure request, both requests shall be valid.
- If the second request is to perform a LRF Ownership Transfer of a LRF under the DRA and the action date for the second transaction is later than the action date of the existing DRA closure request, the second request shall be deemed invalid.
- If the second request is to perform a closure of a LRF under the DRA and the action date for the second transaction is earlier than or same as the action date of the existing DRA closure request, both requests shall be valid.
- If the second request is to perform a closure of a LRF under the DRA and the action date for the second transaction is later than the action date of the existing DRA closure request, the second request shall be deemed invalid.
- If the second request is to perform a closure of the same DRA and the action date for the second transaction is earlier than the action date of the existing DRA closure request, the first request shall be deemed invalid.

- If the second request is to perform a closure of the same DRA and the action date for the second transaction is the same or later than the action date of the existing DRA closure request, the second request shall be deemed invalid.
- If the second request is for delivery of historical information for a consumer under the DRA, both the information request and the DRA closure request shall be deemed valid
- If the second request is to transfer the consumer to regulated tariff and the action date of the second request is the same or later than the action date of the first request, both requests shall be deemed valid
- If the second request is to transfer the consumer to regulated tariff and the action date of the second request is earlier than the action date of the first request, the first request shall be deemed valid, and the second request shall be deemed invalid.

### **8.3.2.7 Existing Consumer History Request**

When there is an existing consumer history request, both the information history request and the second request shall be valid.

### 8.3.3 DRS Invoice and Usage Files

There are two daily information feeds provided to each DRA and DDRA:

- The invoice feeds contain invoices for charges to be applied to the Participants and, in the case of DRA, the invoice feed may contain end-user consumer invoices
- The usage feeds contain consumer consumption data and may be sent on an ad-hoc basis in the event of adjusted usage.

### 8.3.4 MSSL Initiated DRS Transactions

#### 8.3.4.1 Receive Invoice Data

<b>Overview</b>	<p>This transaction concerns the acceptance of invoice data generated by the MSSL.</p> <p>The invoice file may contain a mixture of invoices and vesting credits for consumers that are continuing with their current supply arrangements, as well as final invoices for Demand Response Transfers.</p> <p>The data is generated by the MSSL and sent to the relevant Participant.</p>
<b>Purpose</b>	To receive consumers' invoice details from the MSSL.
<b>Pre-Conditions</b>	<p>The consumer(s) are receiving supply from the recipient Participant.</p> <p>The MSSL has generated a file of invoices.</p> <p>The Participant is registered with the EBT system</p>
<b>Post-Conditions</b>	Participants must generate an acknowledgment for each invoice file (which may in turn contain a number of invoices) received.

#### Typical Course of Events

1. Participants receive an invoice file from MSSL.
2. Participants must reply with a transaction acknowledgment by the next business day following the day the file was received.

#### Alternative Course of Events

<p><b>2 The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>2.1 The transaction continues when the acknowledgment is received by the MSSL.</p>
--

#### Notes

- The receipt of invoice details is expected monthly
- In the case of DRAs, the invoice feed contains end-use consumer invoices.

### 8.3.4.2 Receive Usage Data

<b>Overview</b>	<p>This transaction concerns the acceptance and dispatch of usage data generated by the MSSL.</p> <p>The usage data file will contain normal usage data sent on a periodic basis.</p> <p>The usage data file will also be sent on an ad-hoc basis in the event of adjusted usage.</p> <p>The data is generated by the MSSL and sent to the Participant.</p>
<b>Purpose</b>	To accept consumers' usage details sent by the MSSL
<b>Pre-Conditions</b>	<p>The MSSL has generated a file of usage data.</p> <p>The Participant is registered in the EBT system.</p>
<b>Post-Conditions</b>	Participants must generate an acknowledgment for each usage data file received.

#### Typical Course of Events

1. Participants receive a Usage data file from MSSL.
2. Participants must reply with a transaction acknowledgment by the next business day following the day the file was received.

#### Alternative Course of Events

<p><b>2 The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>2.1 The transaction continues when the acknowledgment is received by the MSSL.</p>
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#### Notes

- The receipt of usage details is expected daily
- Usage details are also provided as requested by the Participants, or on an on-off basis in response to a history request.



### 8.3.4.3 Receive Change Complete Notification

<b>Overview</b>	The MSSL creates the change complete notification and sends it to the Participant.
<b>Purpose</b>	To notify the requesting Participant that the transaction has been successfully completed.
<b>Pre-Conditions</b>	<p>A message from the Participant has been captured and validated by the MSSL.</p> <p>A message (for example a Demand Response Transfer Request or EMC initiated De-registration of consumer under DRA request) has been completed.</p>
<b>Post-Conditions</b>	Participants must reply with a transaction acknowledgment for each notification received.

#### Typical Course of Events

1. The MSSL creates the change complete notice. Note that the notice contains a link back to the original transaction request.
2. The MSSL dispatches the change complete notice to the Participant.
3. The Participant replies with a transaction acknowledgement.

#### Alternative Course of Events

<b>3 The transaction acknowledgment is not sent within the necessary timeframe:</b>
3.1 The transaction continues when the acknowledgment is received by the MSSL.

#### Notes

- Change complete notifications can be sent by the MSSL at any time.

### 8.3.4.4 Receive Change Pending Notification

<b>Overview</b>	The MSSL creates the change pending notification and sends it to the Participant.
<b>Purpose</b>	To notify a Participant who has an interest in a consumer that a valid transaction (for example a Demand Response Transfer Request or De-registration of consumer under DRA) has been submitted and is currently being processed.
<b>Pre-Conditions</b>	A message from the Participant has been captured and validated by the MSSL.  The triggering event has occurred, e.g. a Demand Response Transfer Request has been issued or De-registration of consumer under DRA request has been issued.
<b>Post-Conditions</b>	Participants must reply with a transaction acknowledgment for each notification received.

#### Typical Course of Events

1. The MSSL creates the change pending notice. Note that the notice contains a link back to the original transaction request (for example, the Demand Response Transfer Request) that was the reason for the generation of the notice.
2. The MSSL dispatches the change pending notice to the Participant.
3. The Participant replies with a transaction acknowledgement.

#### Alternative Course of Events

<b>3 The transaction acknowledgment is not sent within the necessary timeframe:</b>
3.1 The transaction continues when the acknowledgment is received by the MSSL.

#### Notes

- Change pending notifications can be sent by the MSSL at any time.

### 8.3.4.5 New Action Date Required Notification

<b>Overview</b>	The MSSL creates the new action date required notification and sends it to the Participant.
<b>Purpose</b>	To notify a Participant who has initiated a Demand Response Transfer Request or De-registration consumer under DRA request, that the action date that they have provided is now invalid and they need to provide a new date. This situation occurs when a Demand Response Transfer Request has been objected to but not terminated, therefore resulting in a delay which has prevented the transfer occurring on the requested date or when transaction acknowledgment has not received for change pending notification sent for De-registration of consumer DRA request, therefore resulting in a delay which has prevented process on requested date.
<b>Pre-Conditions</b>	The requested action date has passed and the specified action date is prior to the start of the current invoice period.
<b>Post-Conditions</b>	Participants must reply with a transaction acknowledgment for each notification received

#### Typical Course of Events

1. The MSSL creates the new action date required notice. The notice contains a link back to the Demand Response Transfer Request that was the reason for the generation of the notice.
2. The MSSL dispatches the notice to the Participant.
3. The Participant replies with a transaction acknowledgement.

#### Alternative Course of Events

<b>3 The transaction acknowledgment is not sent within the necessary timeframe:</b>
3.1 The transaction continues when the acknowledgment is received by the MSSL.

#### Notes

- New action date required notifications can be sent by the MSSL at any time.

### 8.3.4.6 Transaction Terminated Notification

<b>Overview</b>	The transaction terminated notification is created and sent to the Participant.
<b>Purpose</b>	To notify a Participant who has initiated or who has been notified of a Demand Response Transfer Request or De-registration of Consumer under DRA request, that the requested process has been terminated.
<b>Pre-Conditions</b>	A Demand Response Transfer Request or De-registration of consumer under DRA request has been terminated.
<b>Post-Conditions</b>	Participants must reply with a transaction acknowledgment for each notification received.

#### Typical Course of Events

1. The MSSL create the notice. The notice contains a link back to the transaction (for example, the Demand Response Transfer Request) that was the reason for the generation of the notice.
2. The MSSL dispatches the notice to the Participant.
3. The Participant replies with a transaction acknowledgement.

#### Alternative Course of Events

<b>3 The transaction acknowledgment is not sent within the necessary timeframe:</b>
3.1 The transaction continues when the acknowledgment is received by the MSSL.

#### Notes

- Transaction terminated notifications can be sent by the MSSL at any time.

### 8.3.4.7 Validation Acknowledgement

All messages sent to the MSSL by Participants will receive validation acknowledgments that indicate whether or not the transaction successfully passed validation. The validation result verifies that all the correct data items within the transaction have been provided, that any consumer information correctly identifies a consumer, and that the acceptance of the transaction will not contravene any business rules specific to the notice being processed. The validation result does not indicate that the transaction has been successfully processed to completion.

<b>Overview</b>	As a part of the validation process validation acknowledgments must be generated by the MSSL to indicate the success or failure of a transaction. This process dispatches such acknowledgments to the transaction's initiating Participant.
<b>Purpose</b>	Notifies a Participant of the validation result of a transaction they have submitted.
<b>Pre-Conditions</b>	Messages have been captured and validated.
<b>Post-Conditions</b>	None.

#### Typical Course of Events

1. The MSSL sends the acknowledgment to the Participant who generated the original transaction.

#### Notes

- Validation acknowledgments can be sent by the MSSL at any time
- Validation Acknowledgements are not, in turn, acknowledged
- The transaction identified by the Acknowledgement must match a transaction that was sent, and must not have been previously acknowledged.

## 8.3.5 Participant Initiated DRS Transactions

### 8.3.5.1 New Action Date Notice

<b>Overview</b>	<p>This process concerns the sending of a new action date notice by the Participant who has raised a Demand Response Transfer Request. This is necessary when a transfer has been subject to an objection, and as a consequence the requested date has been passed.</p> <p>The new DRA will be requested to provide a new action date.</p> <p>The Participant submits the new action date notice for verification by the MSSL.</p> <p>The MSSL replies with an acknowledgment.</p>
<b>Purpose</b>	To supply a new date for a Demand Response Transfer Request.
<b>Pre-Conditions</b>	The Participant has been notified by the MSSL that the transfer requires a new date.
<b>Post-Conditions</b>	<p>The new action date notice is acknowledged.</p> <p>The Demand Response Transfer Request processing will be continued.</p>

### Typical Course of Events

1. The Participant receives the new transfer date required notification (refer to the New Action Date Required Notification process).
2. The Participant sends the new action date notice.
3. The MSSL validates the notice and updates the transaction's status to "New action date received".
4. The MSSL sends the Participant an acknowledgement.

### Alternative Course of Events

<b>3. Transaction validation fails:</b>
3.1 A transaction acknowledgment will be generated with details of the error specifying the reason for failure, the attribute in which the error was detected, and the value of the erroneous error. The acknowledgment shall be sent no later than 4 business days following the initial receipt of the request by the EBT.
3.2 The processing will continue when a valid transfer date is received.

### Notes (New Action Date)

- The MSSL must complete their validation within 2 business days of having received the notice.

### 8.3.5.2 Objection Notice

<b>Overview</b>	<p>This process concerns the submission of an objection notice by the current DRA of a consumer.</p> <p>The DRA submits the objection notice to the MSSL.</p> <p>The MSSL verifies and acknowledges the message.</p>
<b>Purpose</b>	To object to a Demand Response Transfer Request.
<b>Pre-Conditions</b>	<p>The current DRA has been notified of the transfer.</p> <p>The consumer is currently under the DRA.</p>
<b>Post-Conditions</b>	<p>The objection notice will be acknowledged by the MSSL.</p> <p>The Demand Response Transfer Request for which the objection is being raised will have its status set to "Objection Received".</p>

### Typical Course of Events

1. The Participant receives a change pending notification from the MSSL informing them they are about to lose a customer.
2. The Participant sends an objection to the MSSL.
3. The MSSL validates the objection message.
4. The MSSL sends the Participant an acknowledgement.

### Alternative Course of Events

<b>3. Transaction Validation fails:</b>	
3.1	A transaction acknowledgment will be generated with details of the error specifying the reason for failure, the attribute in which the error was detected and the value of the erroneous error. The acknowledgment shall be sent no later than 4 business days following the initial receipt of the request by the EBT.
3.2	The processing of the original transaction will continue.

### Notes

- The period for the submission of an objection notice is 3 days
- The EBT validation must occur within 2 business days of having received the request.

### 8.3.5.3 Post Objection Termination Notice

<b>Overview</b>	<p>This process concerns the submission of a Demand Response Transfer termination notice by the current DRA.</p> <p>The Participant submits the termination notice.</p> <p>The MSSL verifies the request and returns an acknowledgment.</p>
<b>Purpose</b>	To terminate a Demand Response Transfer Request.
<b>Pre-Conditions</b>	<p>A valid consumer transfer request has been received.</p> <p>The current DRA has already submitted an objection notice.</p>
<b>Post-Conditions</b>	<p>The termination notice will be acknowledged.</p> <p>The Demand Response Transfer will be terminated.</p>

#### Typical Course of Events

1. The Participant sends the Termination Notice to the MSSL.
2. The MSSL validates the notice.
3. The MSSL sets the consumer transfer status to “The transaction has been terminated”.
4. The MSSL sends the Participant an acknowledgement.

#### Alternative Course of Events

<b>2. Transaction Validation fails:</b>
<p>2.1 A transaction acknowledgment will be generated with details of the error specifying the reason for failure, the attribute in which the error was detected and the value of the erroneous error. The acknowledgment shall be sent no later than 4 business days following the initial receipt of the request by the EBT.</p> <p>2.2 The processing of the original transaction will continue.</p>

#### Notes

- The period for submitting the termination notice is only during the termination notice waiting period (i.e. the 3 business days after the objection has been received by the EBT)
- Post objection termination notices are only valid if the action date is at least after 00:00:00 on the third business day after the current system date.
- EBT will validate the request within 2 business days of having received it.



### 8.3.5.4 Cancel Transaction

<b>Overview</b>	This transaction concerns the cancellation of a DRS Consumer Registration, Demand Response Transfer when initiated by the end consumer. This cancellation transaction is provided to allow for circumstances where the consumer has decided that the transaction should not proceed.
<b>Purpose</b>	To cancel a DRS Consumer Registration or Demand Response Transfer request.
<b>Pre-Conditions</b>	A valid DRS Consumer Registration or Demand Response Transfer request has been received by the EBT system.  Where the transaction has updated the MSSL's consumer system, the action date for the request must be after 00:00:00 on the third business day of the current system date.

### Typical Course of Events

1. The consumer notifies the MSSL to cancel a DRS Consumer Registration or Demand Response Transfer request.
2. The MSSL cancels the transaction and sets its status to "Termination notification received".
3. The MSSL checks if the original transaction has a status of "Pending data change on action date in the SAP system" or some subsequent status. If the transaction is in either of these states then the MSSL cancels its consumer data change transaction.
4. If one or more Participants and/or the consumer have been notified of the transaction they will be notified of its termination. The status of the transaction will be either: <ul style="list-style-type: none"> <li>➤ "Pending a termination transaction acknowledgment from the current supplier in response to the transaction terminated notification that was sent by EBT"</li> <li>➤ "Pending a termination transaction acknowledgment from the new supplier in response to the transaction terminated notification that was sent by EBT"</li> <li>➤ "Pending termination transaction acknowledgments from both the current and new suppliers in response to a transaction terminated notification that was sent by EBT"</li> </ul>
5. Within one business day the MSSL must receive transaction acknowledgments from Participants who were sent transaction terminated notifications. Once all acknowledgments are received, the status of the transaction will be set to "All relevant parties have confirmed that they have been notified of a transactions termination".
6. The MSSL updates the transaction's status to "The transaction has been terminated" and then "The transaction could not be successfully processed because it was either terminated or there was an error".

### Alternative Course of Events

<b>5. The transaction acknowledgment is not received within the necessary timeframe:</b>
5.1 The transaction is included on an exception report for follow-up by the EBT administrator.
5.2 The transaction continues when the acknowledgment is received.

### 8.3.5.5 Transaction Acknowledgement

<b>Overview</b>	<p>A Participant who receives a transaction must acknowledge the receipt of that transaction. This process accepts a message sent by the MSSL to a Participant and applies the acknowledgment to its associated transaction.</p> <p>Transaction acknowledgments are not, in turn, acknowledged unless a transaction acknowledgment fails validation.</p>
<b>Purpose</b>	To submit an acknowledgment for a transaction sent by the MSSL.
<b>Pre-Conditions</b>	A transaction has been sent by the MSSL.
<b>Post-Conditions</b>	The post-conditions for this process are dependent upon the context within which this process was invoked.

#### Typical Course of Events

1. The Participant receives a message from the MSSL.
2. The Participant sends an acknowledgment in response to the message.
3. The MSSL validates the acknowledgment.

#### Alternative Course of Events

<b>3 The transaction acknowledgment fails the validation:</b>	
3.1	A transaction acknowledgment will be generated with details of the error specifying the reason for failure, the attribute in which the error was detected and the value of the erroneous error. The acknowledgment shall be sent no later than 4 business days following the initial receipt of the request by the EBT.
3.2	The processing for that transaction will continue when a valid transaction acknowledgment is received.

#### Notes

- Transaction acknowledgments are expected to be generated by Participants within 1 business following the dispatch of the original transaction
- The transaction identified by the Acknowledgement must match a transaction that was sent, and must not have been previously acknowledged.

### 8.3.5.6 Demand Response Registration Request – DRA or DDRA

<b>Overview</b>	<p>This transaction concerns the registration of a DRS Consumer under a DRA or as a Direct DRA.</p> <p>The registration request is submitted by the DRA or EMC on behalf of the consumer. The MSSL verifies the request and updates its consumer data on action date. The DRA or EMC is then notified of the registration completion.</p>
<b>Purpose</b>	<p>To manage the registration of a consumer for provision of Demand Response services under a DRA or to participate in the Demand Response Scheme directly as a Direct DRA.</p>
<b>Pre-Conditions</b>	<p>The DRA/EMC is registered in the EBT system.</p> <p>The consumer is currently not participating in the Demand Response Scheme.</p> <p>For registration under a DRA, the target LRF exists and is active under the DRA for the given registration action date.</p> <p>The consumer is having 'AMI' meter installed on the premise</p>

#### Typical Course of Events

1. The DRA/EMC submits a Demand Response Registration request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation” and dispatches a transaction acknowledgment.
3. MSSL updates its internal consumer systems and creates a new DRS account.
4. On the action date, MSSL updates its consumer data.
5. The DRA/EMC receives a change complete notification from the MSSL, and the MSSL sets the request’s status to “Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier”.
6. The DRA/EMC sends a transaction acknowledgment to the MSSL within one business day, and the MSSL sets the request’s status to “All change complete notifications have been acknowledged”.
7. The MSSL sets the request’s status to “The transaction has been successfully processed”.

#### Alternative Course of Events

<p><b>6. The transaction acknowledgment is not sent within the necessary timeframe:</b></p>
6.1 The transaction is included on an exception report for follow-up by the EBT administrator.
6.2 The transaction continues when the acknowledgment is received by the MSSL.

### 8.3.5.7 Demand Response De-Registration Request – DRA or DDRA

<b>Overview</b>	<p>This transaction concerns the De-registration of a DRS Consumer under a DRA or as a Direct DRA.</p> <p>The De-registration request is submitted by the DRA or EMC on behalf of the consumer. The MSSL verifies the request and updates its consumer data on action date. The DRA or EMC is then notified of De registration completion.</p>
<b>Purpose</b>	To manage the De-registration of a consumer for provision of Demand Response services under a DRA or to participate in the Demand Response Scheme directly as a Direct DRA.
<b>Pre-Conditions</b>	<p>The DRA/EMC is registered in the EBT system.</p> <p>The consumer is currently participating in the Demand Response Scheme.</p>

#### Typical Course of Events

1. The DRA/EMC submits a Demand Response De-Registration request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation” and dispatches a transaction acknowledgment.
3. MSSL updates its internal consumer systems to de-register a DRS account.
4. On the action date, MSSL updates its consumer data, process misc. charges and generates a final bill to a DRS account.
5. The DRA/EMC receives a change complete notification from the MSSL, and the MSSL sets the request’s status to “Pending a transaction acknowledgement for the change complete notification that was sent to ‘relevant party’”.
6. The DRA/EMC sends a transaction acknowledgment to the MSSL within one business day, and the MSSL sets the request’s status to “All change complete notifications have been acknowledged”.
7. The MSSL sets the request’s status to “The transaction has been successfully processed”.

#### Alternative Course of Events

<p><b>1. The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>1.1 The transaction is included on an exception report for follow-up by the EBT administrator.</p> <p>1.2 The transaction continues when the acknowledgment is received by the MSSL.</p>
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### 8.3.5.8 Demand Response Transfer Request – DRA to DRA

<b>Overview</b>	<p>This transaction concerns the transfer of a DRS Consumer from a DRA to another DRA.</p> <p>The transfer request is submitted by the new DRA on behalf of the DRS consumer. The MSSL verifies the request and notifies the current DRA of the transfer. The current DRA is then given an opportunity to object. If the objection is not successful the MSSL updates its consumer data and calculates the final bill. The new DRA is then notified that they are the new DRA for the DRS consumer.</p>
<b>Purpose</b>	To manage the transfer of demand response services to a consumer from

	provision by a DRA to another DRA.
<b>Pre-Conditions</b>	<p>Both DRAs are registered in the EBT system.</p> <p>The consumer is currently receiving demand response services from a DRA.</p> <p>The target LRF exists and is active under the new DRA for the given transfer action date.</p>

### Typical Course of Events

1.	The new DRA submits a Demand Response Transfer request.
2.	The MSSL validates the request, sets its status to "The transaction is pending validation" and dispatches a transaction acknowledgment.
3.	The MSSL sends a notification to the current DRA to notify them of the pending change, and then sets the request's status to "Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier".
4.	The current DRA sends a transaction acknowledgment to the MSSL by 23:59:59 on the next business day after the change pending was received. The MSSL sets the request's status to "All change pending notifications have been acknowledged".
5.	The MSSL sets the request's status to "Pending an objection notification for the pending transfer" and waits 3 business days for the current DRA to submit an objection notice.
6.	If there is no successful objection and the transfer date is still within the current invoice period, the MSSL updates its internal consumer systems and sets the request's status "The data has been updated in the SAP system"
7.	On the action date, MSSL updates its consumer data.
8.	The MSSL calculates the final bill and sets the request's status to "Waiting for Final Bill Sent Confirmation".
9.	The MSSL generates the consumer's final bill and sends it to the DRA as part of the billing file, then sets the request's status to "Final bill sent confirmation received from billing".
10.	The new DRA receives a change complete notification from the MSSL, and the MSSL sets the request's status to "Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier".
11.	The new DRA sends a transaction acknowledgment to the MSSL within one business day, and the MSSL sets the request's status to "All change complete notifications have been acknowledged".
12.	The MSSL sets the request's status to "The transaction has been successfully processed".

### Alternative Course of Events

<b>4a The transaction acknowledgment is not sent within the necessary timeframe:</b>	
4a.1	The transaction is included on an exception report for follow-up by the EBT administrator.
4a.2	The transaction continues when the acknowledgment is received.
<b>5a Current DRA sends objection notice:</b>	
5a.1	The current DRA sends an objection notification: the MSSL sets the request's status to "Pending a post objection termination notification for the pending transfer".
5a.2	The MSSL waits 3 business days for any termination notice.
5a.3	Go to Step 6.

**5a.2 Current DRA sends termination notice:**

- 5a.2.1 The current DRA sends a termination notification: the MSSL sets the request's status to "Termination notification received" and dispatches a transaction acknowledgement.
- 5a.2.2 The MSSL generates a termination notification for the new DRA, and sets the request's status to "Pending a termination transaction acknowledgment from the new supplier in response to the transaction terminated notification that was sent by EBT".
- 5a.2.3 The new DRA sends a termination transaction acknowledgment to the MSSL – who then sets the request's status to "All relevant parties have confirmed that they have been notified of a transactions termination".
- 5a.2.4 The request's status is set to "The transaction has been terminated" and then "The transaction could not be successfully processed because it was either terminated or there was an error".

**6 The requested transfer date is no longer acceptable:**

- 6.1 The new DRA receives a new transfer date required notification from the MSSL. The request's status is set to "Pending a transaction acknowledgement for the new date required notification that was sent to the new supplier".
- 6.2 The MSSL receives a transaction acknowledgment from the new DRA by the next business day after the new transfer date notice was sent. The status will be set to "Pending new action date from new supplier".
- 6.3 The MSSL accepts the new transfer date provided by the new DRA within 2 business days then sets the request's status to "New Action Date Received" and dispatches a transaction acknowledgment.
- 6.4 The MSSL sends a change pending notification to the current DRA to notify them of the revised transfer date, then sets the request's status to "Pending a transaction acknowledgement from the current supplier for a change pending notification that was sent after the new action date had been recorded".
- 6.5 Within one business day the current DRA sends a transaction acknowledgment to the current MSSL, who then sets the request's status to "All change pending notifications have been acknowledged".
- 6.6 Go to Step 6.

**6.3 The new transfer date has not been sent within the necessary timeframe:**

- 6.3.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 6.3.2 The transaction continues when a valid transfer date is received by the MSSL.

**5a.2.3, 6.2 & 6.5 The transaction acknowledgment is not sent within the necessary timeframe:**

- 5a.2.3.1, 6.2.1 & 6.5.1 The transaction will be included on an exception report for follow-up by the EBT administrator.
- 5a.2.3.2, 6.2.2 & 6.5.2 The transaction will continue when the acknowledgment is received by the MSSL.

**11. The transaction acknowledgment is not sent within the necessary timeframe:**

- 11.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 11.2 The transaction continues when the acknowledgment is received by the MSSL.

### 8.3.5.9 Demand Response Transfer Request – DRA to DDRA

<b>Overview</b>	<p>This transaction concerns the transfer of a DRS Consumer from a DRA to participating in Demand Response Scheme directly as a Direct DRA.</p> <p>The transfer request is submitted by EMC on behalf of the Direct DRA. The MSSL verifies the request and notifies the current DRA of the transfer. The current DRA is then given an opportunity to object. If the objection is not successful the MSSL updates its consumer data and calculates the final bill. The EMC is then notified of the transfer completion</p>
<b>Purpose</b>	To manage the transfer of demand response services to a consumer from provision by a DRA to participating in Demand Response Scheme directly

	as a Direct DRA.
<b>Pre-Conditions</b>	<p>The current DRA is registered in the EBT system.</p> <p>The Direct DRA is registered as a Demand Response participant.</p> <p>The DRS Consumer is currently receiving Demand Response services from a DRA.</p>

### Typical Course of Events

1. The EMC submits a Demand Response Transfer Request.
2. The MSSL validates the request, sets its status to "The transaction is pending validation" and dispatches a transaction acknowledgment.
3. The MSSL sends a notification to the current DRA to notify them of the pending change, and then sets the request's status to "Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier".
4. The current DRA sends a transaction acknowledgment to the MSSL by 23:59:59 on the next business day after the change pending was received. The MSSL sets the request's status to "All change pending notifications have been acknowledged".
5. The MSSL sets the request's status to "Pending an objection notification for the pending transfer" and waits 3 business days for the current DRA to submit an objection notice.
6. If there is no successful objection and the transfer date is still within the current invoice period, the MSSL updates its internal consumer systems and sets the request's status "The data has been updated in the SAP system"
7. On the action date, MSSL updates its consumer data.
8. The MSSL calculates the final bill and sets the request's status to "Waiting for Final Bill Sent Confirmation".
9. The MSSL generates the consumer's final bill and sends it to the DRA as part of the billing file, then sets the request's status to "Final bill sent confirmation received from billing".
10. The new DRA receives a change complete notification from the MSSL, and the MSSL sets the request's status to "Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier".
11. The new DRA sends a transaction acknowledgment to the MSSL within one business day, and the MSSL sets the request's status to "All change complete notifications have been acknowledged".
12. The MSSL sets the request's status to "The transaction has been successfully processed".

### Alternative Course of Events

<p><b>4a The transaction acknowledgment is not sent within the necessary timeframe:</b></p> <p>4a.1 The transaction is included on an exception report for follow-up by the EBT administrator.</p> <p>4a.2 The transaction continues when the acknowledgment is received.</p>
<p><b>5a Current DRA sends objection notice:</b></p> <p>5a.1 The current DRA sends an objection notification: the MSSL sets the request's status to "Pending a post objection termination notification for the pending transfer".</p> <p>5a.2 The MSSL waits 3 business days for any termination notice.</p> <p>5a.3 Go to Step 6.</p>



**5a.2 Current DRA sends termination notice:**

- 5a.2.1 The current DRA sends a termination notification: the MSSL sets the request's status to "Termination notification received" and dispatches a transaction acknowledgement.
- 5a.2.2 The MSSL generates a termination notification for the new DRA, and sets the request's status to "Pending a termination transaction acknowledgment from the new supplier in response to the transaction terminated notification that was sent by EBT".
- 5a.2.3 The new DRA sends a termination transaction acknowledgment to the MSSL – who then sets the request's status to "All relevant parties have confirmed that they have been notified of a transactions termination".
- 5a.2.4 The request's status is set to "The transaction has been terminated" and then "The transaction could not be successfully processed because it was either terminated or there was an error".

**6 The requested transfer date is no longer acceptable:**

- 6.1 The new DRA receives a new transfer date required notification from the MSSL. The request's status is set to "Pending a transaction acknowledgement for the new date required notification that was sent to the new supplier".
- 6.2 The MSSL receives a transaction acknowledgment from the new DRA by the next business day after the new transfer date notice was sent. The status will be set to "Pending new action date from new supplier".
- 6.3 The MSSL accepts the new transfer date provided by the new DRA within 2 business days then sets the request's status to "New Action Date Received" and dispatches a transaction acknowledgment.
- 6.4 The MSSL sends a change pending notification to the current DRA to notify them of the revised transfer date, then sets the request's status to "Pending a transaction acknowledgement from the current supplier for a change pending notification that was sent after the new action date had been recorded".
- 6.5 Within one business day the current DRA sends a transaction acknowledgment to the current MSSL, who then sets the request's status to "All change pending notifications have been acknowledged".
- 6.6 Go to Step 6.

**6.3 The new transfer date has not been sent within the necessary timeframe:**

- 6.3.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 6.3.2 The transaction continues when a valid transfer date is received by the MSSL.

**5a.2.3, 6.2 & 6.5 The transaction acknowledgment is not sent within the necessary timeframe:**

- 5a.2.3.1, 6.2.1 & 6.5.1 The transaction will be included on an exception report for follow-up by the EBT administrator.
- 5a.2.3.2, 6.2.2 & 6.5.2 The transaction will continue when the acknowledgment is received by the MSSL.

**11. The transaction acknowledgment is not sent within the necessary timeframe:**

- 11.1 The transaction is included on an exception report for follow-up by the EBT administrator.
- 11.2 The transaction continues when the acknowledgment is received by the MSSL.



### 8.3.5.10 Demand Response Transfer Request – DDRA to DRA

<b>Overview</b>	<p>This transaction concerns the transfer of a consumer from participating in the Demand Response Scheme directly as a Direct DRA to a DRA.</p> <p>The transfer request is submitted by the DRA on behalf of the consumer. The MSSL verifies the request, notifies the EMC of the upcoming change, updates its consumer data and calculates the final bill. Once the final bill is generated, the MSSL notifies the EMC and the DRA of the transfer completion.</p>
<b>Purpose</b>	To manage the transfer a consumer participating in Demand Response Scheme directly as a Direct DRA to receive Demand Response services from a DRA.
<b>Pre-Conditions</b>	<p>The DRA and Direct DRA have been registered in the EBT system.</p> <p>The consumer is currently participating in the Demand Response Scheme as a Direct DRA.</p> <p>The target LRF exists and is valid under the DRA for the given transfer action date.</p>

#### Typical Course of Events

1. The DRA submits a consumer transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation”, and dispatches a transaction acknowledgment.
3. The MSSL notifies the EMC of the pending change and sets the request’s status to “Pending a transaction acknowledgment for a change pending notification that was sent to the current supplier”.
4. The MSSL receives a transaction acknowledgment from the EMC within one business day, and then sets the request’s status to “All change pending notifications have been acknowledged”.
5. If the transfer date is still within the current invoice period, the MSSL updates its internal consumer systems and sets the request’s status “The data has been updated in the SAP system”.
6. On the action date, MSSL updates its consumer data.
7. The MSSL calculates the final bill and sets the request’s status to “Waiting for Final Bill Sent Confirmation”.
8. The consumer’s final bill is generated and sent to the Direct DRA as part of the billing file. The request’s status is set to “Final bill sent confirmation received from billing”.
9. The MSSL sends a change complete notification to the DRA.
10. The MSSL sends a change complete notification to the EMC and sets the request’s status to “Pending supplier transaction acknowledgements for the change complete notifications that were sent to the new supplier and the Market Company”.
11. The DRA or EMC sends a transaction acknowledgment to the MSSL within one business day after the change complete was sent. The MSSL then sets the request’s status to “Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier” if the first acknowledgment is received by the EMC, or to “Pending a transaction acknowledgement for the change complete notification that was sent to the Market Company” if the first acknowledgment is received by the DRA.
12. The DRA or EMC (whichever had not sent above) sends a transaction acknowledgment to the MSSL within one business day after the change complete was sent. The MSSL sets the

request's status to "All change complete notifications have been acknowledged".

13. The MSSL sets the status of the Consumer Transfer Request to "The transaction has been successfully processed".

## Alternative Course of Events

### **4. The transaction acknowledgment is not sent within the necessary timeframe:**

4.1 The transaction is included on an exception report for follow-up by the EBT administrator.

4.2 The transaction continues when the acknowledgment is received by the MSSL.

### **5. The requested transfer date is no longer acceptable:**

5.1 The MSSL generates a new transfer date required notification for the DRA and sets the request's status to "Pending a transaction acknowledgement for the new date required notification that was sent to the new supplier".

5.2 The DRA sends a transaction acknowledgment to the MSSL by the next business day after the new transfer date notice was sent. The MSSL updates the request's status to "Pending new action date from new supplier".

5.3 The MSSL accepts the new transfer date provided by the DRA within 2 business days, sets the request's status to "New Action Date Received", and dispatches a transaction acknowledgment.

5.4 The MSSL sends a change pending notification to the EMC to notify them of the revised transfer date, and sets the request's status to "Pending a transaction acknowledgement from the current supplier for a change pending notification that was sent after the new action date had been recorded".

5.5 The EMC sends a transaction acknowledgment to the MSSL by the next business day after the change pending was sent, the sets the request's status to "All change pending notifications have been acknowledged".

5.6 Go to Step 5.

### **5.3 The new transfer date has not been sent within the necessary timeframe:**

5.3.1 The transaction is included on an exception report for follow-up by the EBT administrator.

5.3.2 The transaction continues when a valid transfer date is received by the MSSL.

### **5.2 & 5.5 The transaction acknowledgment is not sent within the necessary timeframe:**

5.2.1 & 5.5.1 The transaction is included on an exception report for follow-up by the EBT administrator.

5.2.2 & 5.5.2 The transaction continues when the acknowledgment is received by the MSSL.

### **11. The transaction acknowledgment is not sent within the necessary timeframe:**

11.1 The transaction is included on an exception report for follow-up by the EBT administrator.

11.2 The transaction continues when the acknowledgment is received by the MSSL.

### **12. The transaction acknowledgment is not sent within the necessary timeframe:**

12.1 The transaction is included on an exception report for follow-up by the EBT administrator.

12.2 The transaction continues when the acknowledgment is received by the MSSL.

### 8.3.5.11 Demand Response Transfer Request – LRF transfer within DRA

<b>Overview</b>	<p>This transaction concerns the transfer of a DRS Consumer from one LRF to another LRF under the same DRA.</p> <p>The transfer request is submitted by the DRA on behalf of the DRS consumer. The MSSL verifies the request and updates its consumer data on action date. The DRA is then notified of the transfer completion.</p>
<b>Purpose</b>	To manage the transfer of DRS Consumer from a LRF to another LRF under the same DRA.
<b>Pre-Conditions</b>	<p>DRA is registered in the EBT system.</p> <p>The consumer is currently receiving demand response services from a DRA.</p> <p>The target LRF exists and is valid under the DRA for the given transfer action date.</p>

#### Typical Course of Events

1. The DRA submits a Demand Response Transfer request.
2. The MSSL validates the request, sets its status to “The transaction is pending validation” and dispatches a transaction acknowledgment.
3. MSSL updates its internal consumer systems and sets the request’s status “The data has been updated in the SAP system”
4. On the action date, MSSL updates its consumer data.
5. The DRA receives a change complete notification from the MSSL, and the MSSL sets the request’s status to “Pending a transaction acknowledgement for the change complete notification that was sent to the new supplier”.
6. The new DRA sends a transaction acknowledgment to the MSSL within one business day, and the MSSL sets the request’s status to “All change complete notifications have been acknowledged”.
7. The MSSL sets the request’s status to “The transaction has been successfully processed”.

#### Alternative Course of Events

<b>6. The transaction acknowledgment is not sent within the necessary timeframe:</b>
6.1 The transaction is included on an exception report for follow-up by the EBT administrator.
6.2 The transaction continues when the acknowledgment is received by the MSSL.