

**Code Subsidiary Document  
No. 0102:**

**Registration: Transfers**

## Change History

Version Number	Date of Issue	Reason For Change	Change Control Reference	Sections Affected
V2.0	26 <sup>th</sup> October 2018	Unpaired SPIDs	CPW028	2.2.11, 3, 4
V3.0	29 March 2019	Housekeeping Changes to Market Codes	CPW054	2.2.38 (I)
V4.0	8 <sup>th</sup> November 2019	Cascade Erasure	CPW056	2.2.38

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## Definitions

Unless expressly stated otherwise, for the purposes of this CSD:

- (a) terms defined in the Wholesale-Retail Code Part 1 (Objectives, Principles and Definitions) shall apply;
- (b) capitalised terms relating to the titles of Data Items or Data Transactions described in CSD 0301 (Data Catalogue) shall have the meaning attributed therein; and
- (c) capitalised terms referring to Meter Read Methods shall have the meanings attributed to them in CSD 0202 (Meter Read Submission: Process).

# 1. Introduction

## 1.1 Overview

1.1.1 All Supply Points receiving any Water Services or Sewerage Services must be Registered to a Retailer. When a Non-Household Customer changes its Retailer, this change in responsibility must be recorded as a Transfer in the Central Systems in accordance with this CSD. This Transfer process applies to both Water Retailers and Sewerage Retailers, who will each submit a Transfer Registration Application in respect of the Supply Point associated with the relevant Service Category.

1.1.2 Supply Points will be transferred on an individual basis, so Retailers must submit a separate Transfer Registration Application for each Supply Point to be transferred.

## 1.2 Purpose

1.2.1 This CSD describes the process to be followed in order to change the Retailer Registered to a Supply Point, from the Incoming Retailer's submission of the Transfer Registration Application to Transfer the Supply Point, through to the Market Operator confirming the Transfer Registration Application and the Incoming Retailer completing the necessary actions prior to the Registration being Transferred to the Incoming Retailer, or the process being cancelled before the Transfer is complete.

## 1.3 Scope

1.3.1 This CSD covers the transfer process for an individual Supply Point. Retailers shall undertake all Transfers using the process described in this CSD, including where the Retailer wishes to transfer multiple Supply Points e.g. due to a Non-Household Customer having multiple Eligible Premises, with the exception of:

- (a) Volume Transfer in the circumstances set out in Section 4.3.5 and 4.3.6 of the Market Terms, or a Volume Data Update in the circumstances set out in Section 4.3.7 and 4.3.8 of the Market Terms, which is all set out in CSD 0003 (Volume Transfer and Volume Data Update); and

- (b) Transfers resulting from an Interim Supplier Allocation Process under Section 4.3.9 of the Market Terms, which is set out in CSD 0004 (Interim Supplier Allocation Process).
- 1.3.2 This CSD also covers Transfers of an individual Interim Duty Supply Point where a Non-Household Customer serves notice on an Undertaker within three (3) months of the Designated Date, as described in Section 4.3.9(l)(ii) of the Market Terms.
- 1.3.3 This CSD also covers Transfers of an individual Affected Supply Point where a Non-Household Customer selects an alternative Retailer during a Volume Transfer pursuant to the Exit Regulations as set out in Section 4.3.6(f) of the Market Terms. For the avoidance of doubt, a Non-Household Customer may select an alternative Retailer during such a Volume Transfer process and the Incoming Retailer may submit the relevant Transfer Registration Application up to two (2) calendar days prior to the Transfer Date.
- 1.3.4 This CSD only applies where the Supply Point subject to a Transfer Registration Application is already Registered. The process for registering New Supply Points is set out in CSD 0101 (Registration: New Supply Points).
- 1.3.5 The detailed processes for cancellation of a Transfer Registration Application, and for correction of an Erroneous Transfer are set out in CSD 0103 (Registration: Cancellations and Erroneous Transfers), and are therefore not described in this CSD.

## 2. Transfer of Registration

### 2.1 Introduction

2.1.1 The key responsibilities involved in the completion of a Transfer are outlined below:

- (a) The Incoming Retailer submits a Transfer Registration Application to the Market Operator. This triggers the Transfer process, which must be completed before responsibility for the relevant Supply Point will be changed in the Central Systems;
- (b) Where the Market Operator issues a Confirmation Notice Accepting the Transfer Registration Application, it will also notify the Outgoing Retailer of their Registration End Date;
- (c) The Incoming Retailer is responsible for arranging the Transfer Read for their Registration Start Date, which the Market Operator notifies to the Outgoing Retailer;
- (d) The Market Operator apportions the Primary Charges for the Supply Point to the Incoming Retailer with effect from the Registration Start Date and the Outgoing Retailer's responsibility in this respect will cease on the Registration End Date.

2.1.2 In submitting a Transfer Registration Application, Retailers should bear in mind that:

- (a) Transfer Registration Applications can only be in respect of a future Registration Start Date, other than where the Transfer Registration Application is in relation to an Interim Duty Supply Point where a Non-Household Customer serves notice on an Undertaker within three (3) months of the Designated Date; and
- (b) Following the Market Operator issuing a Confirmation Notice Accepting the Incoming Retailer's Transfer Registration Application, the Transfer Registration Application may be Cancelled by the Outgoing Retailer in certain limited circumstances as detailed in CSD 0103 (Registration: Cancellations and Erroneous Transfers).

## 2.2 Description of process steps

2.2.1 This section should be read in conjunction with the process diagrams in section 3 and interface and timetable requirements in section 4. The step references appear beside each action or decision symbol in the process diagram. References shown TXXX.W relate to the associated Data Transaction, as set out in CSD 0301 (Data Catalogue).

2.2.2 The Market Operator responds to all Data Transactions submitted by Trading Parties with a T109.M (Accept or Reject). The T109.M notifies either rejection of the Data Transaction submitted or acceptance of the Data Transaction submitted. If the Data Transaction is accepted and the Market Operator needs to provide additional information back to the Trading Party, it will also send the relevant Data Transaction in addition to the T109.M sent to notify acceptance. For simplicity of presentation, the T109.M may not be explicitly identified in the process steps, process diagrams and interface and timetable requirements.

### Step a: submit Transfer Registration Application

2.2.3 When a Retailer acquires a new Non-Household Customer in respect of the provision of Water Services and/or Sewerage Services (such Retailer being denoted the Incoming Retailer), it will submit a Transfer Registration Application to the Market Operator, using Data Transaction T108.R (Transfer Registration Application) in respect of the relevant Supply Point.

2.2.4 The Transfer Registration Application must notify a future Registration Start Date and must be submitted within the Application Window, other than where the Transfer Registration Application is in relation to:

- (a) an Interim Duty Supply Point and the Designated Date is not more than three (3) months prior to the date of submission of the Transfer Registration Application, in which case the Registration Start Date shall be the Designated Date; or
- (b) an Affected Supply Point and the Registration Start Date is no earlier than two (2) calendar days after the date of submission of the Transfer Registration Application.



### **Decision b: check if Registration valid**

- 2.2.5 The Market Operator will apply validation checks to the Transfer Registration Application in accordance with Appendix A of this CSD.
- 2.2.6 In the event that the Transfer Registration Application fails the validation checks set out in Appendix A, it will be rejected. The Market Operator will issue a Confirmation Notice via Data Transaction T109.M (Accept or Reject) to the Incoming Retailer within one (1) Business Day of the Registration Application Date. The T109.M (Accept or Reject) will include a Data Item specifying an error code to indicate why the Transfer Registration Application has been rejected. The transfer in respect of that Transfer Registration Application will terminate at this stage.

### **Step c: Registration Accepted and Central Systems updated**

- 2.2.7 If the Transfer Registration Application passes the validation checks in Appendix A, the Market Operator shall update the relevant data in the Central Systems with the Incoming Retailer's identity and the Registration Start Date.
- 2.2.8 The Incoming Retailer's Registration will take effect on the Registration Start Date providing that no Cancellation Request is received and accepted by the Market Operator in respect of that Transfer.
- 2.2.9 The Incoming Retailer's Registration will come into effect in the Central Systems at the start of the Registration Start Date and the Outgoing Retailer's Registration will consequently cease at the end of the Registration End Date.

### **Step d: issue Confirmation Notice and SPID Data notifications to Incoming Retailer, notify Outgoing Retailer and other relevant Trading Parties of Transfer Registration Application**

- 2.2.10 Within one (1) Business Day of the Registration Application Date, the Market Operator will provide the Incoming Retailer with a Confirmation Notice, using Data Transaction T109.M (Accept or Reject).
- 2.2.11 Within one (1) Business Day of the Registration Application Date, the Market Operator will confirm the relevant data as held in the Central Systems to the Incoming Retailer. The following Data Transactions will be sent if that data is relevant to the Supply Point:

- (a) T112.M (Notify Occupancy Status);
- (b) T132.M (Notify Core Customer Data);
- (c) T149.M (Notify Core Charge Affecting Wholesaler Data);
- (d) T152.M (Notify Core Address Data);
- (e) T153.M (Notify VOA BA Reference/UPRN);
- (f) T154.M (Notify Landlord SPID) – sent to notify if the Supply Point is associated with a landlord Supply Point;
- (g) T155.M (Notify Pairing Details);
- (h) T133.M (Notify Building Water) – sent to indicate Supply Point Building Water status;
- (i) T156.M (Notify Billing Address);
- (j) T157.M (Notify Multiple Wholesalers Flag) – sent to indicate where a Supply Point has multiple Wholesalers;
- (k) T163.M (Notify Rateable Value);
- (l) T139.M (Notify Water Services SPID Service Components) - sent for Water Services Supply Points only;
- (m) T140.M (Notify Sewerage Services SPID Service Components) - sent for Sewerage Services Supply Points only;
- (n) T144.M (Notify Unmeasured Service Component Data) – sent if the Supply Point has Unmeasured Service Components;
- (o) T145.M (Notify Assessed Service Component Data) - sent if the Supply Point has Assessed Service Components;
- (p) T147.M (Notify Metered Service Component Data) - sent if the Supply Point has Metered Service Components;

- (q) T158.M (Notify Highway Drainage Service Component Data) – sent only for Sewerage Services Supply Points which have a Highway Drainage Service Component;
- (r) T159.M (Notify Surface Water Service Component Data) - sent only for Sewerage Services Supply Points which have a Surface Water Service Component;
- (s) T129.M (Notify SPID Special Agreement) – sent for Service Components with Special Agreements. One T129.M (Notify SPID Special Agreement) will be sent for each Service Component at the Supply Point with a Special Agreement;
- (t) T138.M (Notify Volumetric Adjustment) - sent to indicate Volumetric Adjustments that are in place for each Service Component at the Supply Point. One T138.M (Notify Volumetric Adjustment) will be sent for each Volumetric Adjustment;
- (u) T150.M (Notify Trade Effluent Volumetric Adjustment) - sent to indicate Trade Effluent Volumetric Adjustments that are in place for each Discharge Point at the Supply Point. One T150.M (Notify Trade Effluent Volumetric Adjustment) will be sent for each Trade Effluent Volumetric Adjustment;
- (v) T104.M (Notify Meter Details) - one T104.M (Notify Meter Details) will be sent for each meter at the Supply Point;
- (w) T136.M (Notify Meter Network Data) - sent for Supply Points with Meter Network arrangements. One T136.M (Notify Meter Network Data) will be sent for each Meter Network;
- (x) T160.M (Notify Retailer Meter Location Data) – sent to provide the Retailer owned location information for each meter. One T160.M (Notify Retailer Meter Location Data) will be sent for each meter;
- (y) T121.M (Notify DPID) – one T121.M (Notify DPID) will be sent for each Discharge Point;
- (z) T123.M (Notify Discharge Point Meter Association) – sent to notify all meter associations at Discharge Points at the Supply Point. One T123.M

(Notify Discharge Point Meter Association) will be sent for each such association;

- (aa) T168.M (Notify Calculated Discharge Details) – sent to notify all Calculated Discharges at Discharge Points at the Supply Point. One T168.M (Notify Calculated Discharge Details) will be sent for each such association;
- (bb) T128.M (Notify Trade Effluent Special Agreement) - sent to provide data relating to Special Agreements that are in place for each Discharge Point at the Supply Point. One T128.M (Notify Trade Effluent Special Agreement) will be sent for each Discharge Point at the Supply Point with a Special Agreement; and
- (cc) T167.M (Notify Site Specific Arrangements Flags) - sent to notify that Public Health Related Site Specific Arrangements and/or Non Public Health Related Site Specific Arrangements are in place for the Eligible Premises.

2.2.12 Within one (1) Business Day of the Registration Application Date, the Market Operator will issue a notification to the Outgoing Retailer and the relevant Wholesaler that the Supply Point is to be Transferred, using Data Transaction T108.M (Notify Transfer Registration Application). This will stipulate the Registration Start Date for the Transfer.

2.2.13 Once the Wholesaler has been notified of the Transfer Registration Application, the Wholesaler shall notify the Incoming Retailer if there are any outstanding Service Requests in relation to the SPID in accordance with the Operational Terms. For the avoidance of doubt, such notification shall be direct between the Wholesaler and Incoming Retailer and not via the Central Systems.

#### **Decision e: Cancellation by Incoming Retailer**

2.2.14 The Market Terms Section 4.7.1 provide for a Cancellation Window during which an Incoming Retailer may submit a Cancellation Request, being a period of five (5) Business Days from the date of issue of the Confirmation Notice.

2.2.15 The process for Cancellation is set out in CSD 0103 (Registration: Cancellations and Erroneous Transfers). This event is represented in this CSD to the extent that it terminates a Transfer.

2.2.16 In the event that the Market Operator receives a Cancellation Request from the Incoming Retailer during the Cancellation Window and the Market Operator accepts such a Cancellation Request, the Registration for the Incoming Retailer will be cancelled and the Registration will be reinstated to the Outgoing Retailer without interruption.

#### **Decision f: Cancellation by Outgoing Retailer**

2.2.17 The Market Terms Section 4.7.2 and 4.7.3 provide for a Cancellation Window during which an Outgoing Retailer may submit a Cancellation Request should they wish to cancel the Transfer, being a period of five (5) Business Days from the date of issue of the Confirmation Notice.

2.2.18 The process for Cancellation is set out in CSD 0103 (Registration: Cancellations and Erroneous Transfers). This event is represented in this CSD to the extent that it terminates the Transfer.

2.2.19 In the event that the Market Operator receives a Cancellation Request from the Outgoing Retailer during the Cancellation Window and the Market Operator accepts such a Cancellation Request, the Registration for the Incoming Retailer will be Cancelled and the Registration will be reinstated to the Outgoing Retailer without interruption.

#### **Decision g: Identify requirement for Transfer Reads**

2.2.20 If the Transfer is related to an Interim Duty Supply Point, the Registration Start Date is the Designated Date and there is no requirement for the submission of Transfer Reads or Calculated Discharges and the process exits at this point, allowing the Transfer to complete. The Market Operator will Register the Incoming Retailer to the Supply Point with effect from the Designated Date, as if the Supply Point had not been an Interim Supply Point.

2.2.21 If the Transfer is related to a Supply Point that has any Metered Service Component(s), the Incoming Retailer shall ensure that Transfer Read(s) are submitted for all relevant meters in accordance with step j below.

2.2.22 If the Transfer is related to a Supply Point that has only Assessed or Unmeasured Service Components, then a Transfer Read is not required.

2.2.23 An "Estimated" Transfer Read may only be submitted by a Retailer in the following circumstances:

- (a) If the Transfer Read is to be submitted by a Retailer, a Meter Read Method of "Estimated" may only be submitted in place of a Meter Read Method of "Visual" if one or more of the following conditions apply:
  - (i) A different meter is found at the Eligible Premises to that Registered to the relevant Supply Point;
  - (ii) The meter is inaccessible or cannot be read (e.g. due to fogged glass);
  - (iii) No meter can be found although a meter is Registered to the Supply Point;
  - (iv) No access can be obtained to the Eligible Premises to read the meter; or
  - (v) The Incoming Retailer has initiated remedial action in relation to the meter by submitting an appropriate form to the relevant Wholesaler, in accordance with the Operational Terms.
  
- (b) If the Transfer Read is to be submitted by a Retailer, a Meter Read Method of "Estimated" may only be submitted in place of a Meter Read Method of "Customer" if:
  - (i) The Incoming Retailer has agreed with the Non-Household Customer to take a Customer Read within an agreed timescale; and
  - (ii) The Meter Read provided by the Non-Household Customer is incorrect or has not been provided within the agreed timescale.

2.2.24 If the Transfer Read is to be submitted by a Wholesaler, a Meter Read Method of "Estimated" may only be submitted in place of a Meter Read Method of "Visual" if no access can be obtained to the Eligible Premises to read the meter.

### **Decision h: are Meter Network Transfer Reads required?**

2.2.25 If the Transfer is related to a Supply Point which has a Meter Network, the Data Owner for any Sub Meter is required to provide a Transfer Read.

### **Step i: obtain Meter Network Transfer Reads**

2.2.26 The Incoming Retailer is responsible for notifying the relevant Data Owner for the Sub Meter within two (2) Business Days of receipt of the relevant Confirmation Notice that a Transfer Read is required.

2.2.27 The Data Owner shall submit a Transfer Read in respect of each relevant Sub Meter to the Market Operator, using Data Transaction T105.W (Submit Meter Read) if the Data Owner is a Wholesaler, or T105.R (Submit Meter Read) if the Data Owner is a Retailer, where the Transfer Read shall be taken between two (2) Business Days prior to and two (2) Business Days after the Registration Start Date. The Data Transaction shall be submitted within two (2) Business Days of the Transfer Read being taken.

2.2.28 If the Data Owner is a Retailer, and one or more of the conditions described in section 2.2.23 above in respect of Transfer Reads applies, the Retailer shall ensure that the relevant Transfer Read with Meter Read Method “Estimated” is provided, using Data Transaction T105.R (Submit Meter Read), either within two (2) Business Days prior to or five (5) Business Days after the Registration Start Date. The Transfer Read shall be derived in the same way as estimated meter advances in CSD 0207 (Charge Calculation, Allocation and Aggregation).

2.2.29 If the Data Owner is a Wholesaler, and the conditions described in section 2.2.24 above in respect of Transfer Reads applies, the Wholesaler shall ensure that the relevant Transfer Read with Meter Read Method “Estimated” is provided, using Data Transaction T105.W (Submit Meter Read), either within two (2) Business Days prior to, or five (5) Business Days after the Registration Start Date. The Transfer Read shall be derived in the same way as estimated meter advances in CSD 0207 (Charge Calculation, Allocation and Aggregation).

### **Step j: submit Transfer Read(s)**

2.2.30 The Incoming Retailer must arrange for the submission of Transfer Read(s) to the Market Operator in accordance with CSD 0202 (Meter Read Submission:

Process). The treatment of such Transfer Read(s) is detailed in CSD 0203 (Meter Read Submission: Validation).

2.2.31 Where a Water Services Supply Point has one or more meters associated with Metered Service Components, the Incoming Retailer shall:

- (a) submit a Transfer Read in respect of each such meter to the Market Operator, using Data Transaction T105.R (Submit Meter Read), where the Transfer Read shall be taken between two (2) Business Days prior to and two (2) Business Days after the Registration Start Date. The Data Transaction shall be submitted within two (2) Business Days of the Transfer Read being taken, or;
- (b) if one or more of the conditions described in section 2.2.23 above in respect of Transfer Reads applies, the Incoming Retailer shall submit a Transfer Read with Meter Read Method “Estimated” to the Market Operator, using Data Transaction T105.R (Submit Meter Read), either within two (2) Business Days prior to, or five (5) Business Days after the Registration Start Date. The Transfer Read shall be derived in the same way as estimated meter advances in CSD 0207 (Charge Calculation, Allocation and Aggregation).

2.2.32 Where a Sewerage Services Supply Point has a Service Component associated with a Water Meter, the Incoming Retailer shall:

- (a) ensure that the relevant Transfer Read is provided, including where necessary requesting that the Other Retailer submits a Transfer Read to the Market Operator, or otherwise by making arrangements with the Non-Household Customer and obtaining the Transfer Read directly and submitting it to the Market Operator, using Data Transaction T105.R (Submit Meter Read), where the Transfer Read shall be taken between two (2) Business Days prior to and two (2) Business Days after the Registration Start Date The Data Transaction shall be submitted within two (2) Business Days of the Transfer Read being taken, or;
- (b) if one or more of the conditions described in section 2.2.23 above in respect of Transfer Reads applies, the Incoming Retailer shall ensure that the relevant Transfer Read with Meter Read Method “Estimated” is



provided, including where necessary requesting that the Other Retailer submits the Transfer Read to the Market Operator, using Data Transaction T105.R (Submit Meter Read), either within two (2) Business Days prior to, or five (5) Business Days after the Registration Start Date. The Transfer Read shall be derived in the same way as estimated meter advances in CSD 0207 (Charge Calculation, Allocation and Aggregation).

2.2.33 Where the Incoming Retailer requests that the Other Retailer provides the Transfer Read, the Other Retailer can choose whether to provide the read on behalf of the Incoming Retailer, but is not obliged to do so.

2.2.34 Where a Sewerage Services Supply Point has a Service Component associated with a Private Water Meter, Sewerage Meter or Private Trade Effluent Meter, the Incoming Retailer shall:

(a) submit a Transfer Read in respect of each such meter to the Market Operator, using Data Transaction T105.R (Submit Meter Read), where the Transfer Read shall be taken between two (2) Business Days prior to and two (2) Business Days after the Registration Start Date, or;

(b) if one or more of the conditions described in section 2.2.23 above in respect of Transfer Reads applies, the Incoming Retailer shall submit a Transfer Read with Meter Read Method “Estimated” to the Market Operator, using Data Transaction T105.R (Submit Meter Read), either within two (2) Business Days prior to, or five (5) Business Days after the Registration Start Date. The Transfer Read shall be derived in the same way as estimated meter advances in CSD 0207 (Charge Calculation, Allocation and Aggregation).

#### **Decision k: are Calculated Discharges required?**

2.2.35 If the Transfer is related to a Sewerage Services Supply Point with associated Discharge Points, the Incoming Retailer shall ensure that Calculated Discharges are submitted for all Discharge Points, using Data Transaction T125.R (Submit Calculated Discharge Volumes), not later than five (5) Business Days after the Registration Start Date. The Calculated Discharge submitted for each Discharge Point shall cover the period from the day after the Effective To Date of the

preceding Calculated Discharge submitted for that Discharge Point, up to the day prior to the Registration Start Date.

### **Step I: Outgoing Retailer receives Transfer Read(s), and Calculated Discharges**

2.2.36 The Market Operator will notify the Outgoing Retailer of any Transfer Read using Data Transaction T105.M (Notify Meter Read) in accordance with CSD 0202 (Meter Read Submission: Process).

2.2.37 The Market Operator will notify the Outgoing Retailer of any Calculated Discharges using Data Transaction T125.M (Notify Calculated Discharge Volumes).

### **Step m: Keep Incoming Retailer updated in the period up to the Registration Start Date**

2.2.38 The Market Operator will notify the Incoming Retailer of any relevant meter read in accordance with CSD 0202 (Meter Read Submission: Process), and any relevant SPID Data update in accordance with CSD 0104 (Maintain SPID Data) or CSD 0105 (Error Rectification and Retrospective Amendments) during the period up to the Registration Start Date. Data Transactions that will be notified to the Incoming Retailer include all Data Transactions listed in Section 2.2.11 of this CSD, plus additional Data Transactions as follows:

- (a) T113.M (Notify Meter Non-Chargeable);
- (b) T114.M (Notify Meter Chargeable);
- (c) T115.M (Notify Disconnection/Reconnection/Deregistration);
- (d) TCORR115.M (Notify Disconnection/Reconnection/Deregistration);
- (e) T117.M (Notify Meter Exchange);
- (f) T105.M (Notify Meter Read);
- (g) T143.M (Notify Service Component);
- (h) T146.M (Notify Yearly Volume Estimate);

- (i) TCORR148.M (Notify Correct Meter SPID Relationship);
- (j) TCORR165.M (Notify Unpaired Sewerage SPID);
- (k) TCORR166.M (Notify Paired Sewerage SPID);
- (l) TCORR171.M (Notify Removed Meter Read);
- (m) TCORR172.M (Notify Inserted Meter Read);
- (n) TCORR173.M (Notify Amended Initial or Final Meter Read);
- (o) TCORR174.M (Notify Erased Meter);
- (p) TCORR175.M (Notify Amended Meter Treatment);
- (q) TCORR176.M (Notify Amended Meter Register);
- (r) TCORR177.M (Notify Amended Supply Point Effective Dates);
- (s) TCORR179.M (Notify Erased DPID);
- (t) TCORR180.M (Notify Amended Meter Identification); and
- (u) T181.M (Notify Association/Disassociation of Meter with SPID).

#### **Customer- Transfer Reads**

2.2.39 A Transfer Read (Meter Read Type T) may be submitted by a Retailer using the Meter Read Method “Customer” instead of a Transfer Read with a Meter Read Method of “Visual” where the Incoming Retailer has agreed (for example during the contract signing process) with the Non-Household Customer that it will provide a Transfer Read within an agreed timescale to the Incoming Retailer, providing the Incoming Retailer is satisfied that the read is provided by the Non-Household Customer.

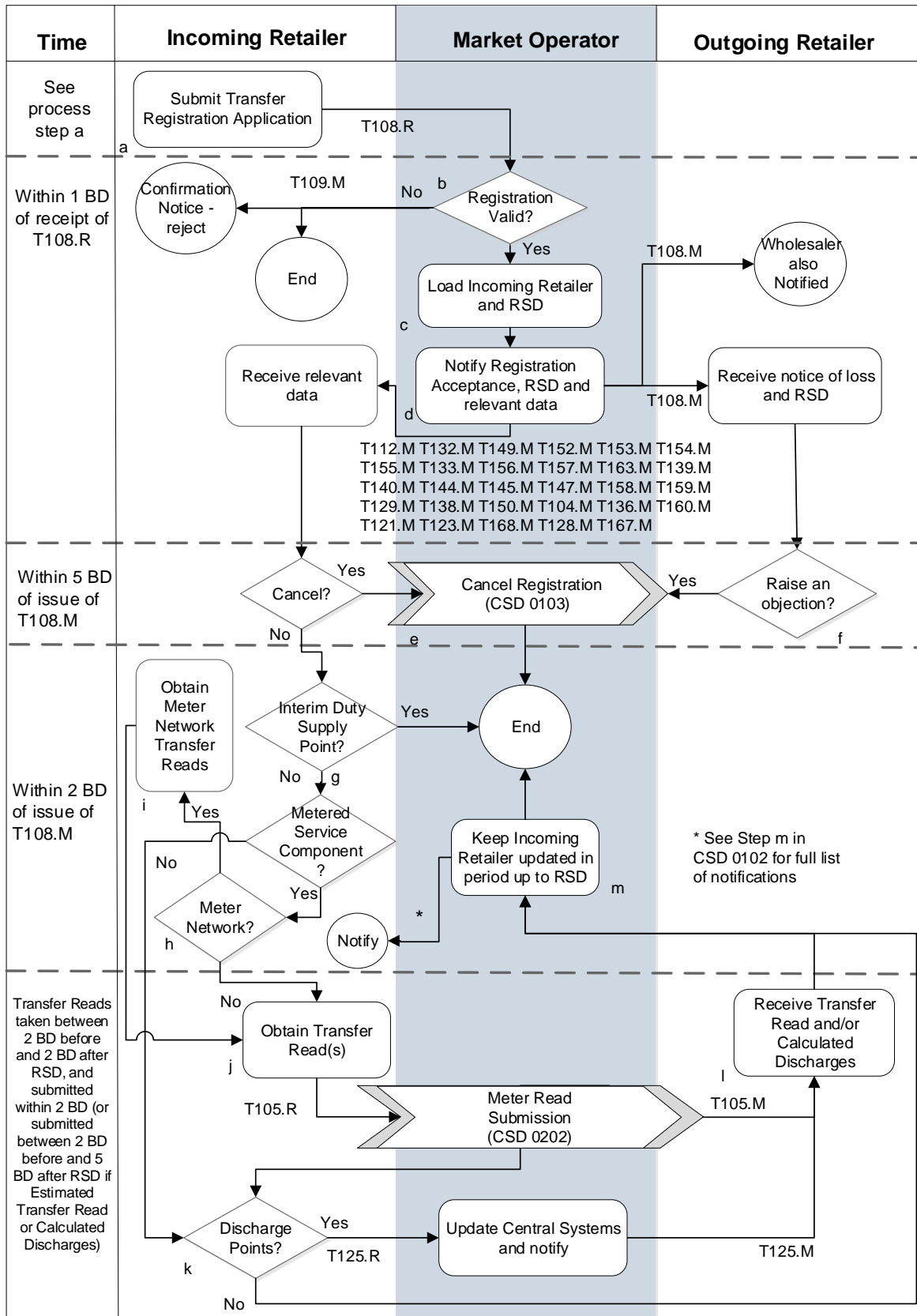
2.2.40 The Incoming Retailer shall make reasonable endeavours to ensure that the Transfer Read of “Customer” is correct (in addition to the other requirements in this CSD 0102) before this is submitted by the Incoming Retailer.

## **3. Process diagram**

### **3.1 Introduction**

- 3.1.1 The process diagrams in this subsection consist of a consolidated view showing the Transfer process equally applicable for transfer of a Water Services Supply Point or a Sewerage Services Supply Point.

# Registration Transfer



#### 4. Interface and timetable requirements

Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
a	S	Submit Transfer Registration Application	Incoming Retailer	Market Operator	Between twenty (20) and six (6) Business Days before RSD, or if Interim Duty Supply Point and Designated Date < three (3) months before date of submission of Transfer Registration Application, or if Affected Supply Point and RSD is >= two (2) days after submission of Transfer Registration Application		T108.R
b	D	Check if registration valid. If rejected, issue Confirmation Notice	Market Operator	Incoming Retailer	Within one (1) Business Day of the Registration Application Date	See validation checks –Appendix A	T109.M
c	S	If Accepted, record Registration and RSD	Market Operator		Within one (1) Business Day of the Registration Application Date		

Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
d	S	Confirmation Notice of Accepted Transfer and SPID Data notifications	Market Operator	Incoming Retailer	Within one (1) Business Day of Registration Application Date	Send Confirmation Notice and SPID Data as applicable.	T109.M T112.M T132.M T149.M T152.M T153.M T154.M T155.M T133.M T156.M T157.M T163.M T139.M T140.M T144.M T145.M T147.M T158.M T159.M T129.M T138.M T150.M T104.M T136.M T160.M T121.M T123.M T168.M T128.M T167.M
d	S	Notice of Transfer and Registration Start Date	Market Operator	Outgoing Retailer and Relevant Wholesaler	Within one (1) Business Day of the Registration Application Date		T108.M
e	D	Grounds for Cancellation?	Incoming Retailer	Market Operator	Within Cancellation Window – five (5) Business Days from the date of issue of the Confirmation Notice	see CSD 0103 (Registration: Cancellations and Erroneous Transfers)	
f	D	Grounds for Cancellation?	Outgoing Retailer	Market Operator	Within Cancellation Window – five (5) Business Days from the date of issue of the notification of Transfer	see CSD 0103 (Registration: Cancellations and Erroneous Transfers)	

Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
g	D	Identify requirement for Transfer Reads	Incoming Retailer		Within two (2) Business Days of the date of receipt of the Confirmation Notice		
h	D	Does Transfer relate to a Supply Point with a Meter Network?	Incoming Retailer		Within two (2) Business Days of the date of receipt of the Confirmation Notice		
i	S	Obtain Meter Network Transfer Reads	Incoming Retailer	Sub Meter Data Owner	Within two (2) Business Days of the date of receipt of the Confirmation Notice	Request is made directly between relevant Trading Parties, outside of Central Systems	Results in submission of T105.R or T105.W from relevant Retailer or Wholesaler to Market Operator (not shown on process diagram)
j	S	Obtain Transfer Read(s)	Incoming Retailer (and Other Retailer if relevant)	Market Operator	Transfer Reads taken between two (2) Business Days prior to and two (2) Business Days after the Registration Start Date, and submitted within two (2) Business Days of being taken. Transfer Reads with Meter Read Method "Estimated" submitted either within two (2) Business Days prior to, or five (5) Business Days after the Registration Start Date	Incoming Retailer arranges the submission of Transfer Read(s) in accordance with CSD 0202 (Meter Read Submission: Process) and CSD 0203 (Meter Read Submission: Validation)	T105.R



Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
k	D	Are Calculated Discharges required?	Incoming Retailer	Market Operator	Not later than five (5) Business Days after the Registration Start Date	Incoming Retailer arranges the submission of Calculated Discharges in accordance with CSD 0206 (Trade Effluent Processes).	T125.R
l	S	Receive Transfer Read(s) and/or Calculated Discharges from Market Operator	Market Operator	Outgoing Retailer	Within one (1) Business Day of receipt of incoming transaction	See CSD 0202 (Meter Read Submission: Process)	T105.M T125.M

Step	Action/ Decision	Process Step	From	To	Time parameter	Comments	Data Transaction
m	S	Keep Incoming Retailer updated in the period up to the Registration Start Date	Market Operator	Incoming Retailer	Within one (1) Business Day of receipt of incoming transaction	See CSD 0202 (Meter Read Submission: Process), CSD 0104 (Maintain SPID Data) and CSD 0105 (Error Rectification and Retrospective Amendments)	T109.M T112.M T132.M T149.M T152.M T153.M T154.M T155.M T133.M T156.M T157.M T163.M T139.M T140.M T144.M T145.M T147.M T158.M T159.M T129.M T138.M T150.M T104.M T136.M T160.M T121.M T123.M T168.M T128.M T167.M T113.M T114.M T117.M T105.M T143.M T146.M TCORR148.M TCORR165.M TCORR166.M TCORR171.M TCORR172.M TCORR173.M TCORR174.M TCORR175.M TCORR176.M TCORR177.M TCORR180.M T181.M

## A. Appendix – validation checks

### A.1 Introduction

A.1.1 The Market Operator will undertake validation checks in respect of each Transfer Registration Application. If a Transfer Registration Application fails to comply with one or more of these checks, it will be rejected.

A.1.2 Accordingly, these validation checks should be considered by Retailers prior to sending a Transfer Registration Application to the Market Operator, and in evaluating potential remedies in the event of a Confirmation Notice which rejects the Transfer Registration Application.

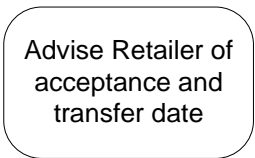
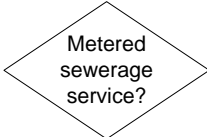
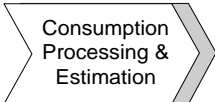


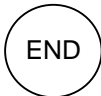
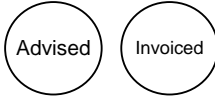
### A.2 Description of the checks

A.2.1 The validation checks applied by the Market Operator are as set out in the table below.

<b>Validation check</b>	<b>Validation check description</b>
(a)	The Incoming Retailer must meet the Trading Conditions as appropriate in respect of the Supply Point and the Service Category to which the Transfer Registration Application relates.
(b)	The Market Operator has not been notified by the Wholesaler that the Incoming Retailer may not obtain any more Eligible Premises or Non-Household Customers in the Wholesaler's Area.
(c)	A Transfer Registration Application received while a Transfer is already in progress and has not been Cancelled for the same Supply Point will be rejected. Any future Transfer Registration Applications will not be Accepted until the next Business Day following the completion or Cancellation of the Transfer .
(d)	The Registration Start Date specified in the Transfer Registration Application must: (i) be a true date; (ii) be on or later than the Go Live Date;

	<p>(iii) be in the future, except where the Transfer Registration Application is in relation to an Interim Duty Supply Point where the Designated Date is not more than three (3) months prior to the date of submission of the Transfer Registration Application, in which case the Registration Start Date shall not be more than three (3) months prior to the date of submission of the Transfer Registration Application.</p>
(e)	<p>A Transfer Registration Application submitted by a Retailer will not be Accepted where the Retailer is already the Retailer Registered in respect of the relevant Supply Point.</p>
(f)	<p>The Supply Point has not been temporarily or permanently disconnected.</p>
(g)	<p>Where the Transfer Registration Application is in relation to an Affected Supply Point which is included in a Volume Transfer pursuant to Exit Regulations and is Registered to the Transferor, the date of submission of the Transfer Registration Application must be two (2) or more calendar days prior to the Transfer Date.</p>

## B. Appendix – process flowchart symbols

Symbol	Name	Details
	Action	An action step. It appears in the “swimlane” of the party responsible for performing the action.
	Decision	A decisive question rather than an action. Followed by Yes or No, or occasionally Water Service or Sewerage Services, the process splits depending on the answer to the question in the decision diamond.
	To another process	A flow in, or input to, another documented process
	From another process	A flow in, or output from another documented process.
	To and from another process	Used where a process is embedded within another. At this point, go to the embedded process chart before returning to the one in which it is embedded.
	End	Used after a decision diamond, generally to mean “do nothing” as it is the end of the process.
	Advised/Invoiced	Used after a process step to show “passive” action on the part of a Data Transaction receiver e.g. to represent “Advised” or “Invoiced”
<i>g</i>	Action/Decision reference	An alphabetic reference beside each step and decision. This reference appears on the table in each section to facilitate reading the table against the process flowcharts.
T115.W	Transaction reference	Reference to the Data Transaction occurring as an output from the step it appears next to.