

Customer Briefing Note 015

SPID Transfers

Edge Background

Edge is our flag-ship web-based software solution for retail water and waste services suppliers in the UK.

Edge has been designed and built from first principles to provide a complete “Business in a Box” for both established and new entrant Licensed Providers.

The Edge system allows seamless operations across the UK – in both the Scottish and English markets.

Edge runs on the Microsoft “Azure” cloud platform, and provides unrivalled flexibility, security and availability.

Deployment of Edge is quick and easy, whether you are a new start or the largest water company in the country.

Competitive Markets

One of the core fundamentals of a competitive market place is the ability of a customer to switch.

For the Water Market Operators, MOSL and the CMA, switching rate is one of the key metrics that is used to measure market success.

It follows that all Retail Licenced Providers (LPs) must provide functionality to win and lose customers.

Mechanics of SPID Transfers

From a Market Operator perspective the SPID transfer process is driven by Transactions. See CBN010 for more information on Market Transactions.

The process for SPID transfer is very similar in England and Scotland, but the Transaction and Data Items used are slightly different.

For brevity we will consider the MOSL Transfer processes in this Briefing Note.

SPID Transfers in England

The MOSL process for SPID Transfer (Win or Loss) is defined in MOSL CSD0102 and the reader is directed here for more detailed information:

<https://www.mosl.co.uk/market-codes/codes>

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

- 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;
- 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;
- The Incoming Retailer is responsible for arranging the Transfer Read for their Registration Start Date, which the Market Operator notifies to the Outgoing Retailer;
- 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.

The Edge process diagrams for the MOSL SPID Transfer process are separated, with a diagram for Winning and a diagram for Losing. These are shown below:

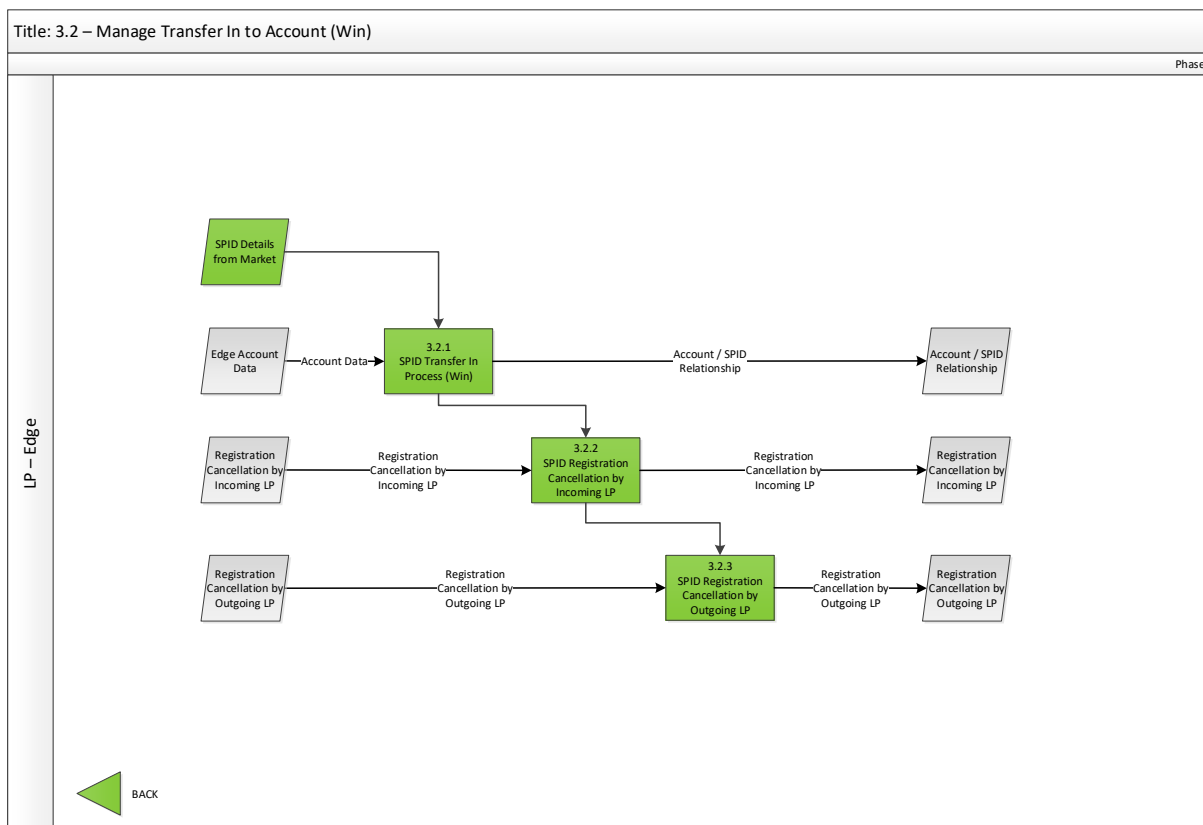


Figure 1 – Manage Transfer In to Account (Win)

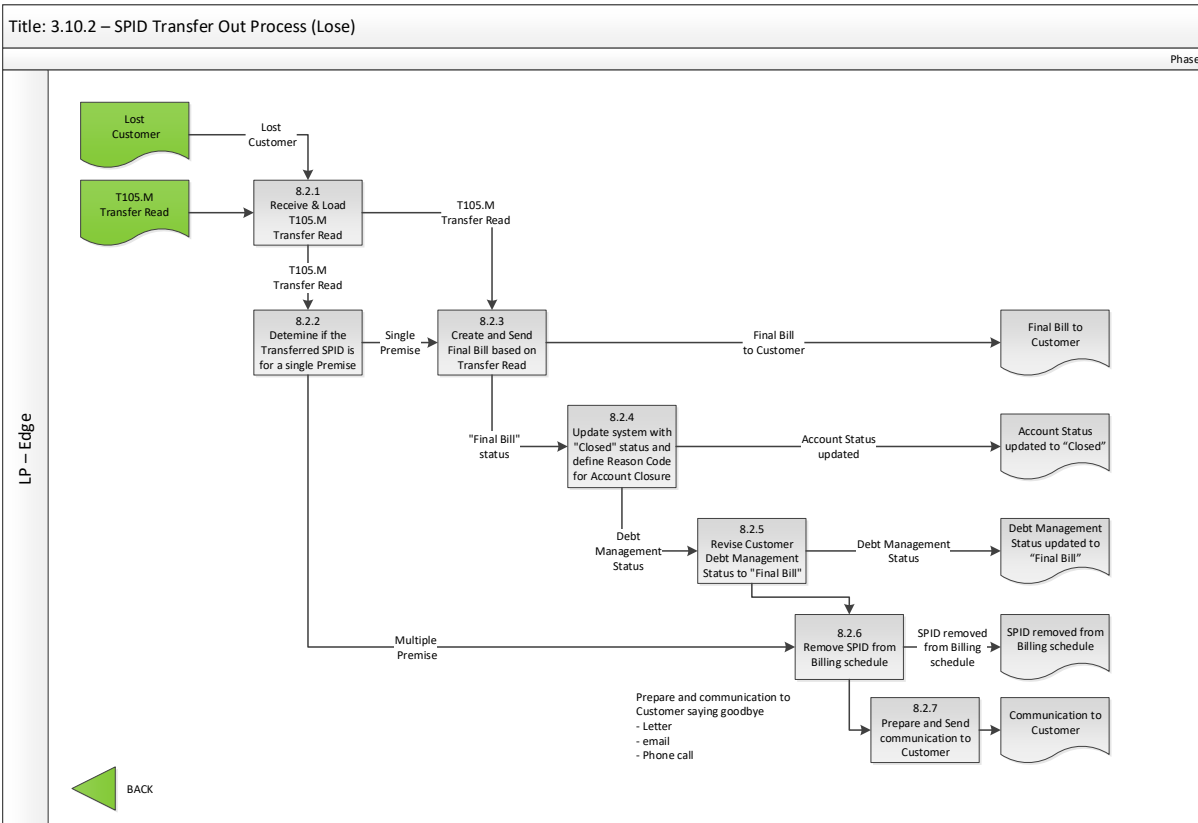


Figure 2 – Manage Transfer Out of Account (Lose)

SPID Transfers using Edge

The Edge system makes SPID transfers very simple because of the integration with the MOSL and CMA Market Data Sets (MDS) and the MOSL and CMA High Volume Interfaces (HVI).

The Edge SPID Transfer In (Win) process is initiated from the Market screen by selecting the “Transfer” button. A series of workflow screens are then displayed to allow the user to define the Account (needs to up first) and the Registration Start Date (RSD) for the transfer.

From here, the Edge Transaction Engine takes over and sends the required Transactions to MOSL.

The Edge Transfer Out (Lose) process is initiated by an incoming transaction from MOSL. The Edge workflow leads the user through the process.

Related Customer Briefing Notes (CBN’s)

You may also be interested in these related CBN’s

- CBN001: “Edge Overview”
- CBN002: “ADC Billing”

- CBN003: "Volumetric Adjustment"
- CBN004: "Metered Billing"
- CBN005: "Block Tariffs"
- CBN006: "Consolidated Billing"
- CBN007: "Published Tariffs"
- CBN008: "Manual and Automated Billing"
- CBN009: "Bill Output Formats"
- CBN010: "Market Transactions and Data Items"
- CBN011: "Integrated Transaction Management"
- CBN012: "Bitemporal Updates"
- CBN013: "Market Data Set"
- CBN014: "Market Pricing"
- CBN015: "SPID Transfers"
- CBN016: "CRM Module"
- CBN017: "Data Quality"
- CBN018: "Meter Reading Management"
- CBN019: "Sub Meters and Complex Metering"
- CBN020: "Meter Exchange Management"
- CBN021: "Trade Effluent"

Further Information

If you require further information on any aspect of the Edge solution, please contact us at:

Email: enquiries@cloudwater.co.uk

Phone: 01413438992