

## **ERA view on key Green Deal processes and data flows (v1)**

### **Introduction**

This document sets out ERA's view on how key Green Deal processes will work and what key data flows should contain.

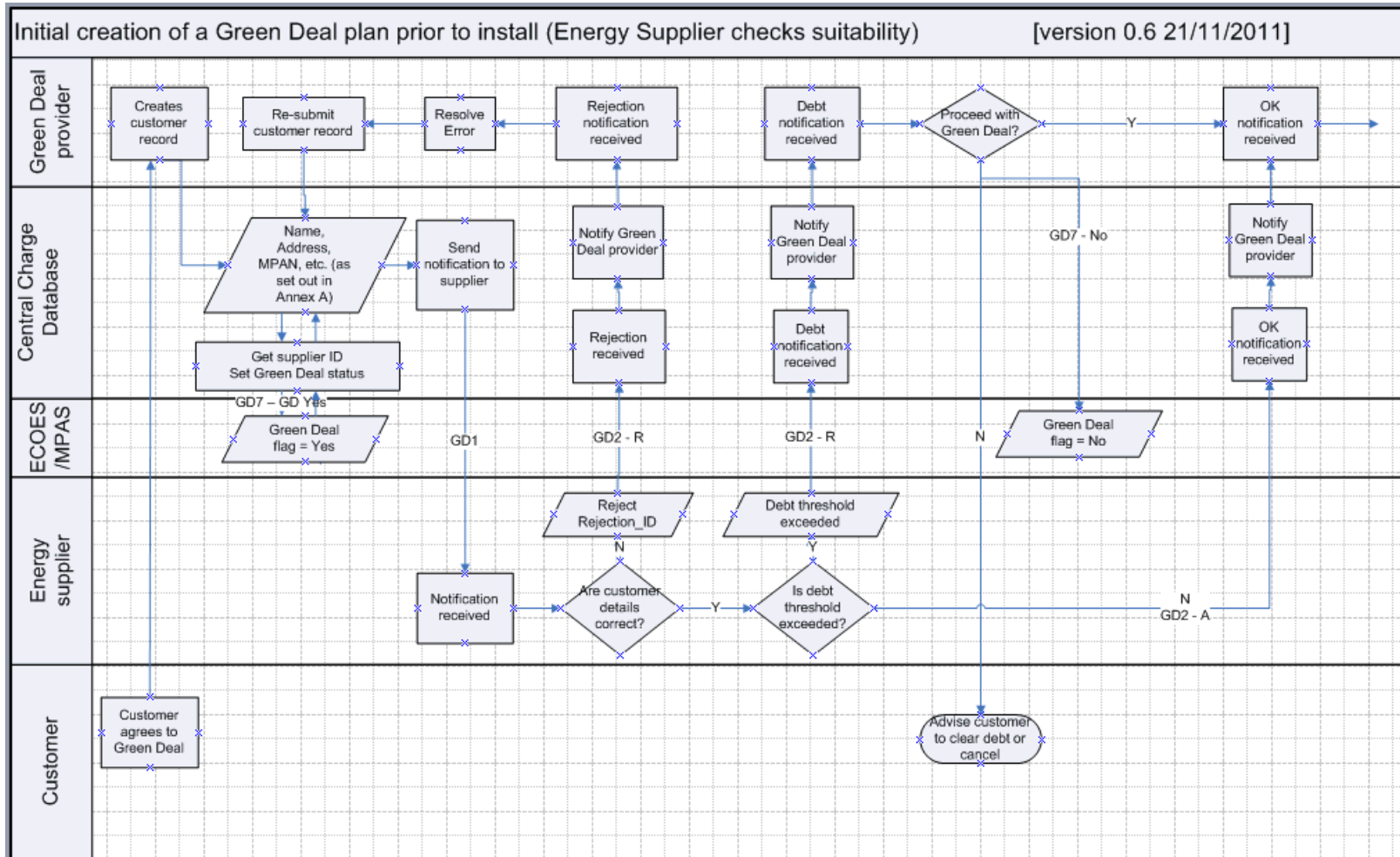
While the below covers most key processes within the Green Deal, there are still some processes that need to be further defined and decisions that may impact on the contents of these flows.

In order to set out how our thinking has developed there are data items included in the below document but marked "not required".

Where there are issues related to one of the data flows these are also documented.

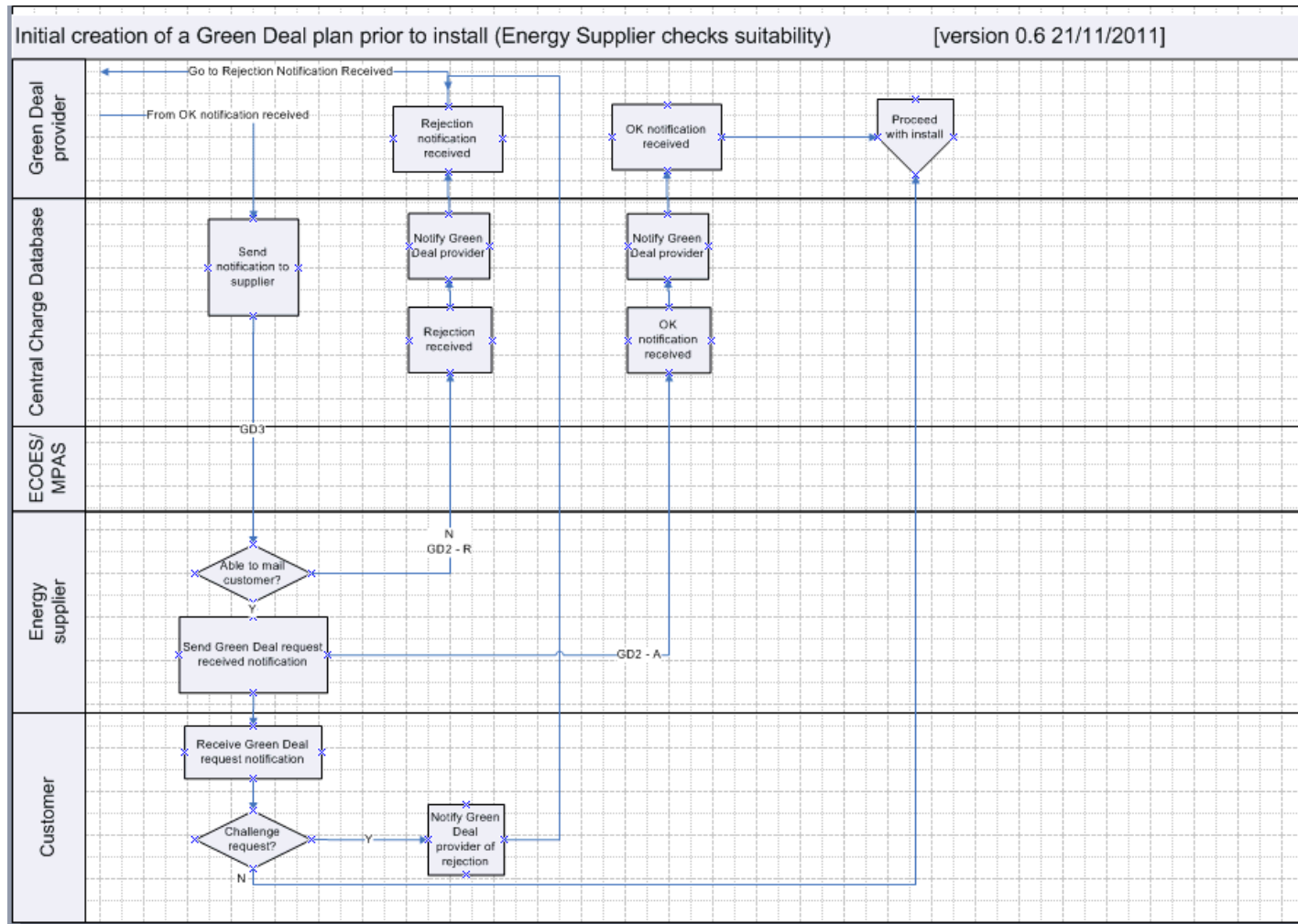
It is hoped that this document, along with the ERA document titled, "High Level Requirements for a Green Deal Central Charge Database and Payment Remittance Interface" can be used by relevant stakeholders in the design and development of Green Deal systems.

**Setup process (prior to installation)**



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Flow GD1: Central Charge Database to Suppliers

Purpose: To validate correct incumbent supplier of pending Green Deal  
 Trigger: GDP setting up new Green Deal  
 Response: Send a flow back – accept/reject, depending on the outcome of the checks performed (Flow GD2).

ID	Data Label	Sample Value	Required	DTC ITEM
1	MPAN	Industry Standard	x	x
2	GD Plan ID		x	
3	Electricity Meter Serial Number	Industry Standard	x	x
4	Unique Property Reference [UPRN]	NATIONAL ISSUES	N/A	
5	Status		N/A	
6	GD record create date		N/A	

Issues:  
 Need to clarify whether we are validating customer or site.  
 DPA requirements to provide GDP’s debt information may require customer name.  
 UPRN is not yet available nationwide therefore it is inappropriate for it to be specified.  
 Where there are multiple MPANs at a property the GDP should designate a “primary MPAN” to which GD is attached.

Flow GD2: Suppliers to Central Charge Database

Purpose: To confirm we are the supplier & or debt & bill payer name

Trigger: Receipt by supplier of flow GD1

Response: We are not expecting another flow back based on this.

Questions: How quickly should Supplier send this response? Next working day to allow for overnight processing?

ID	Data Label	CCDb Generated	Required	DTC ITEM
1	MPAN		X	
2	GD Plan ID		X	
3	Electricity Meter Serial Number		N/A	
4	Rejection ID	x		
5	Response Code		X	
6	Response Transmission date	x		
7				
8				

Notes:

Response codes needed to distinguish different outcomes (eg Accept, Debt, incorrect meter serial number).

We envisage this to be both positive consent and well as rejection. Covered by a code

Make this a generic response flow to send in response to any inbound flow.

Flow GD3: Provider via CCdb to Supplier to request them to send a communication to Bill Payer

Purpose: To ensure bill payer is aware of impending GD  
 Trigger: Provider & bill payer proceeding with GD, desire for supplier to notify electricity bill payer of impending GD  
 Response: Supplier to send communication to Bill payer at billing address about MPAN site address  
 Questions: Landlords issue – if no electricity bill payer we might need extra names.

ID	Data Label	CCDb Generated	Required	DTC ITEM
1	MPAN		X	x
2	GD Plan ID		X	
3	Telephone number of who the customer should call, ie GD call centre telephone number		X	
4	Organisation contact name (name of above) ie GD "call centre name"		X	
5	Web address of above		x	
6	Date or number of days in which to respond		x	
7				
8				

Notes:  
 Might need a flow to respond (ie to reject if we are no longer the supplier). Could use GD2 if it is generic.  
 We need either a date for the customer to respond before or a generic number of days from letter date.  
 Flow contents may change if content of letter to be sent to bill payer is specified in a way that requires them to change.  
 Assumption that BAU energy address – ie. MPAN address - is used to send letter to.

Flow GD7: CCdb to ECOES/MPAS to set/unset the GD Flag

Purpose: To ensure GD Flag in ECOES/MPAS is accurate at all times.

Trigger: GD Setup, GD completion/termination

Response: None

Notes:

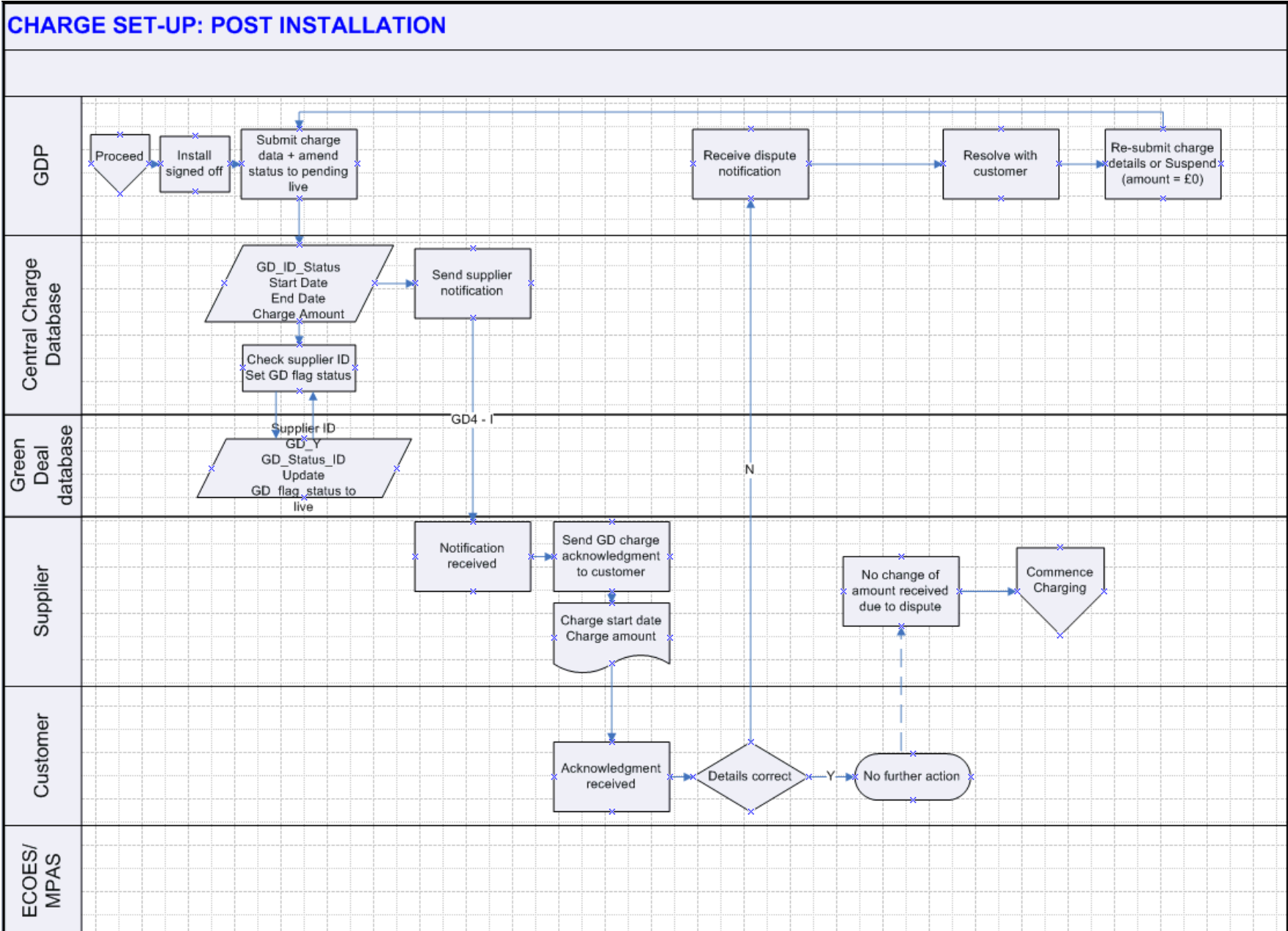
For GD Setup, this flow should only be sent when this is the 1st active GD Plan for the MPAN.

For GD completion, flag must only be set to N when there are no active GDPs remaining.

QUESTION – Do we need a flow for GD DB to ECOES/MPAS to request supplier ID? Suggest we do so all GD comms is by DTC flow.

ID	Data Label	CCDb Generated	Required	DTC ITEM
1	MPAN		X	x
2	Supplier MPID		X	
3	Start Date		X	
4				
5				
6				
7				
8				

Setup process part 2 – post-installation





## Flow GD4: Central Charge Database to Suppliers

Purpose: Multi-purpose flow:-

1. To notify supplier of completed Green Deal installation and to confirm payment start date and charge amount
2. To notify new Supplier of GD charges (COS process)
3. To notify Supplier of revised date(s) and/or charge amount

Triggers:

1. GDP (and customer) confirms installation of Green Deal measures.
2. Change of supplier notification from MPAS (in this scenario the GD Start Date should equal the SSD so no validation on date field).
3. Change of charge amount/dates. If a retrospective reduction, the effective date does not need to be in advance. If the change represents an increase to the current GD Charge, this flow must be sent must be 28 days in advance.

Response: Reject record if start date does not permit supplier time to follow confirmation process (using GD2?).  
Supplier to start Green Deal confirmation process with customers to include any changes to payment plans

Notes/Questions:

Financiers can only retrospectively reduce rather than increase.

Prepayment loading of debt already agreed at previous workshop.

Suppliers will not notify GDF of change of payment frequency (except if we are told we have to).

All party names should be MPIDS to ensure consistency across industry systems.

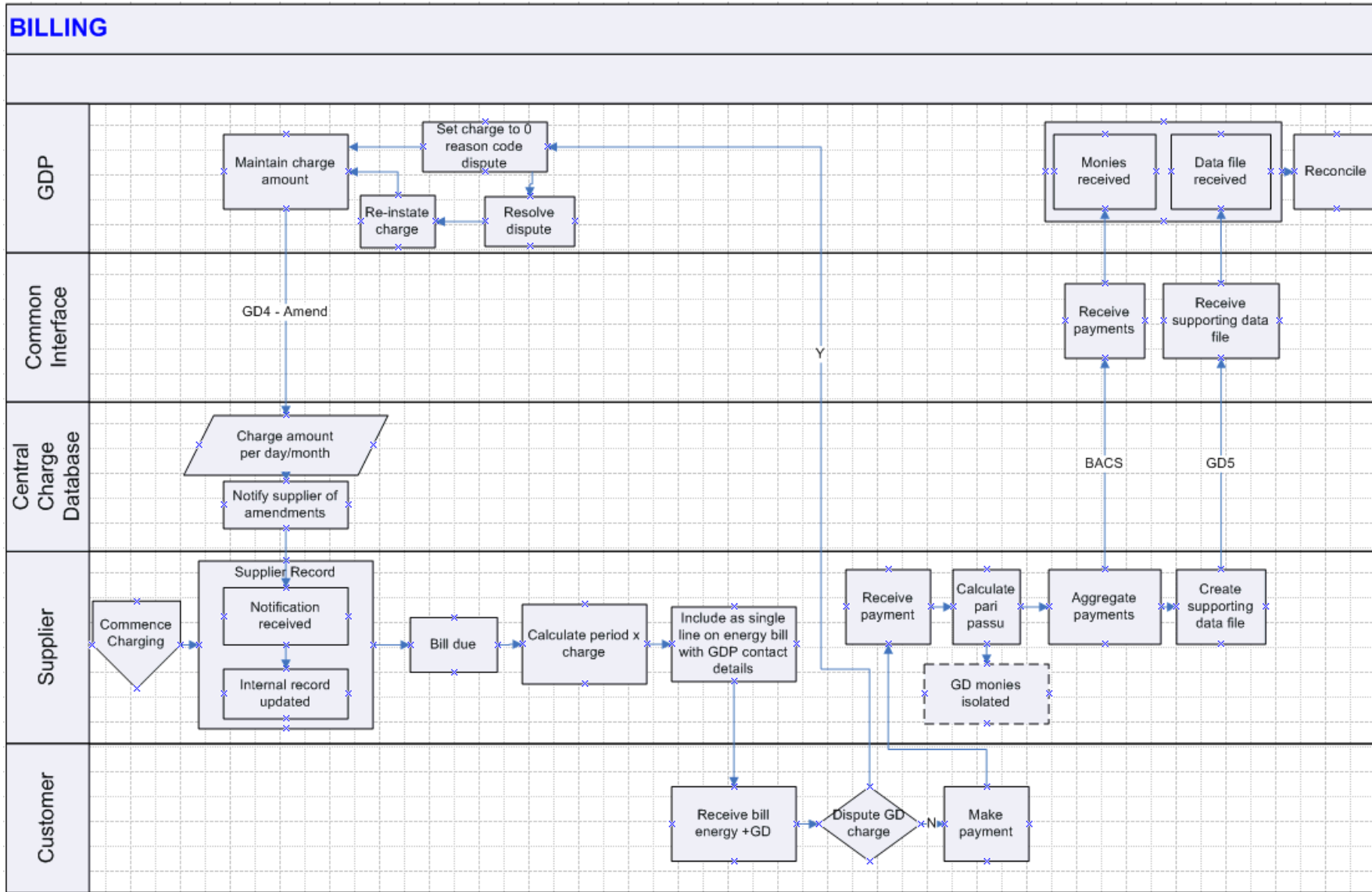
This flow would be used for payment suspension if this is required.

In a suspension situation the payment level would be set to zero by the GDP, who would make any required amendment to the payment amount following the suspension.

Fields 2-18 might be repeating based on multiple GD plans.

ID	Data Label	Value	CCDb Generated	Required	DTC ITEM
1	MPAN			x	x
2	GD Plan ID			x	x
3	Reason for flow Code	Initial or Amend or End		x	
4	GD charge start date (needs to be +28 calendar days if new GD or change of GD amount)			x	
5	GD end Date			x	
6	Daily Charge 0.00 £ per day			x	
7	Admin Charge 0.00 £ per day			x	
8	Telephone number of who the customer should call, ie GD call centre telephone number			x	
9	Organisation contact name (name of above) ie GD "call centre name"			x	
10	Web address of above			x	
11	Date or number of days in which to respond			x	
12	Name/details of the person Suppliers need to pay (Financier MPID)			x	
13	Provider MPID			x	
14	Sort Code of the person supplier needs to pay			x	
15	Bank AC number of the person supplier need to pay			x	
16	Annual Savings electricity			x	
17	Annual Savings gas			x	
18	Annual Savings other fuel			x	

# Billing



Flow GD5: Suppliers to Provider/Financier Payment Remittance Interface

Purpose: To notify GDP/GDF of payment event from suppliers to GDP/GDF linked to context of BACS transfer  
 Trigger: Green Deal qualifying payment received (or payment interval reached for prepayment) **CLEARED FUNDS, BACS PAYMENT TO GDF/GDP**

Response: None

Questions: Is this to GDP or GDF?  
 Is this direct or via the CCdb?  
 If Pari Passu has been applied, is any more information required?

Flow GD5 is for all payment methods including PPM, the relevance and use of each data items may differ between payment methods.

ID	Data Label	CCDb Generated	Required	DTC ITEM
1	MPAN		x	x
2	GD Plan ID		x	
3	GD Payment due Period Start Date (cash payer probably billing period)		X (optional for FDD) <sup>1</sup>	
4	GD Payment due Period End Date (cash payer probably billing period)		X	
5	Total GD Charge billed amount for period(+ or - figure)		X (optional for FDD)	
6	Total GD NET Payments received relating to charge period (+ or - figure)		x	
7	Reason for clawback (overpayment or indemnity claim)		If applicable	

<sup>1</sup> Given the complexity of calculating these figures for fixed direct debit and other budget customers we consider that there inclusion is not necessary.

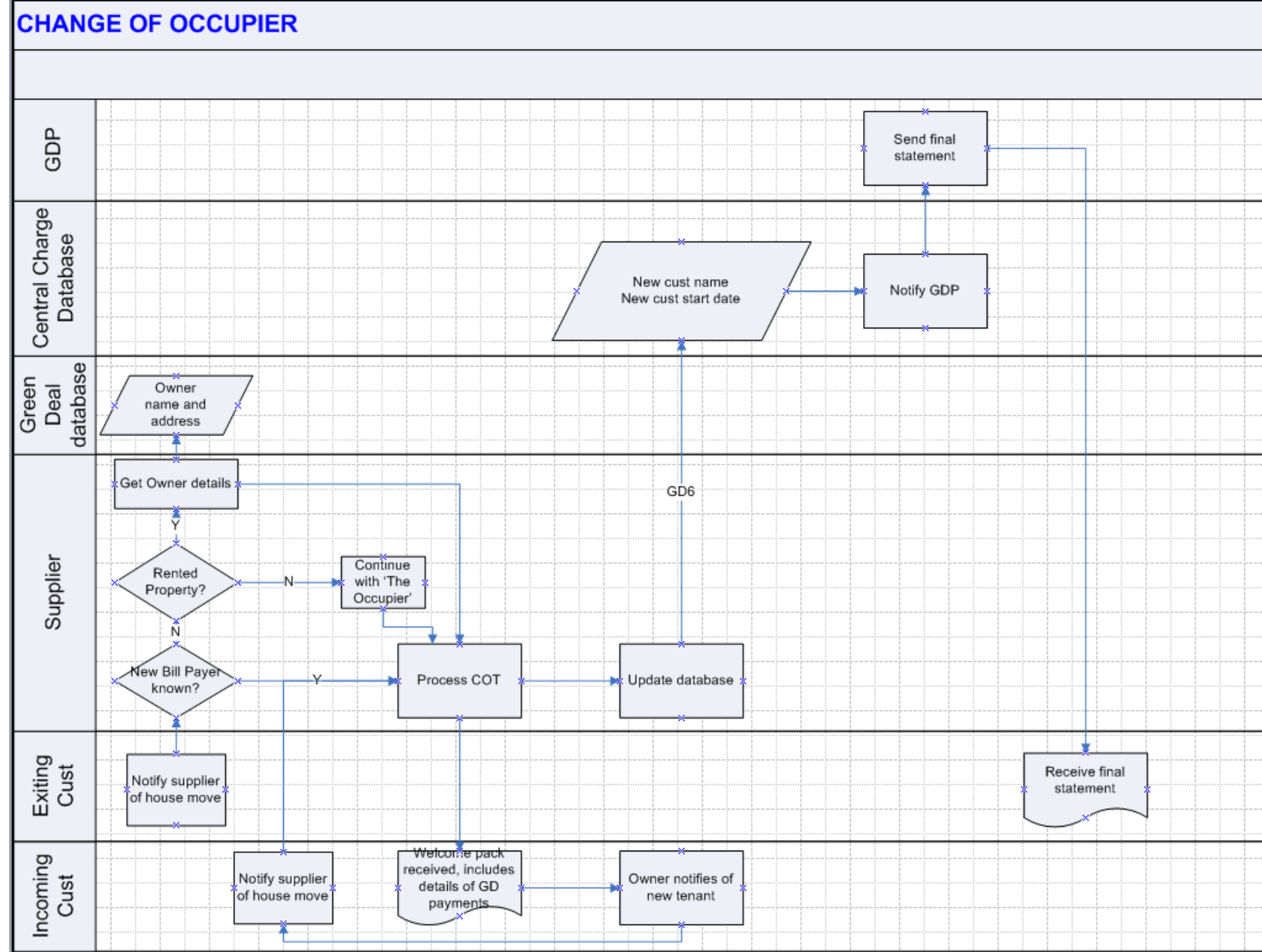
Note: 2-8 could be recurring based on number of GD plans per MPANs

The file could contain multiple flows

Given only one BACS payment will go between a supplier and financier every day there is no need to identify the matching BACS payment in the flow.

Admin fee collection process would be kept separate to this flow.

# Change of Occupier (COT)



Notes ref COT process:-

1. Does not include any special consideration for Landlords at this stage.
2. Flow GD6 will be sent to notify the GD provider of the change.

Flow GD6: Supplier to CCdb to Providers/financiers

Purpose: To notify of change of bill payer information.

Trigger: Customer contact to supplier.

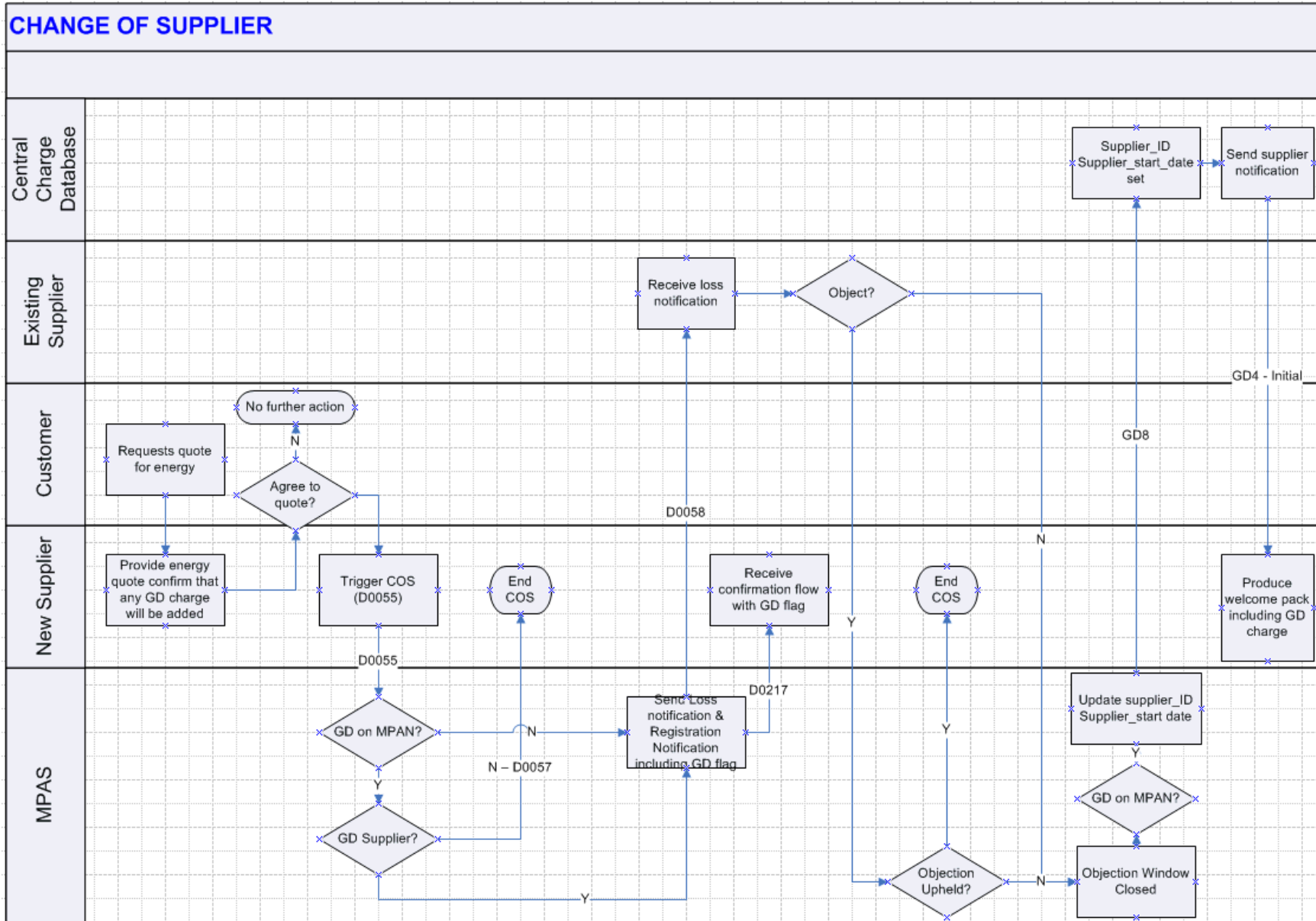
Response: None

Questions: Mirror D0302 Electricity flow – use same trigger  
 CCdb must accept retrospective effective from Supplier. Assume the end date is the effective date of next payer.

ID	Data Label	CCDb Generated	Required	DTC ITEM
1	MPAN		x	X
2	GD Plan ID		X	
3	New Bill Payer name (including "THE OCCUPIER")		x	
4	Effective from (date of change)		x	
5	New Bill Payer mailing address (if different from MPAN add)		Conditiona l	
6	New Bill Payer telephone number		Optional	
7				
8				



# Change of Supplier



Flow GD8: ECOES/MPAS to CCDB to notify COS Transfer

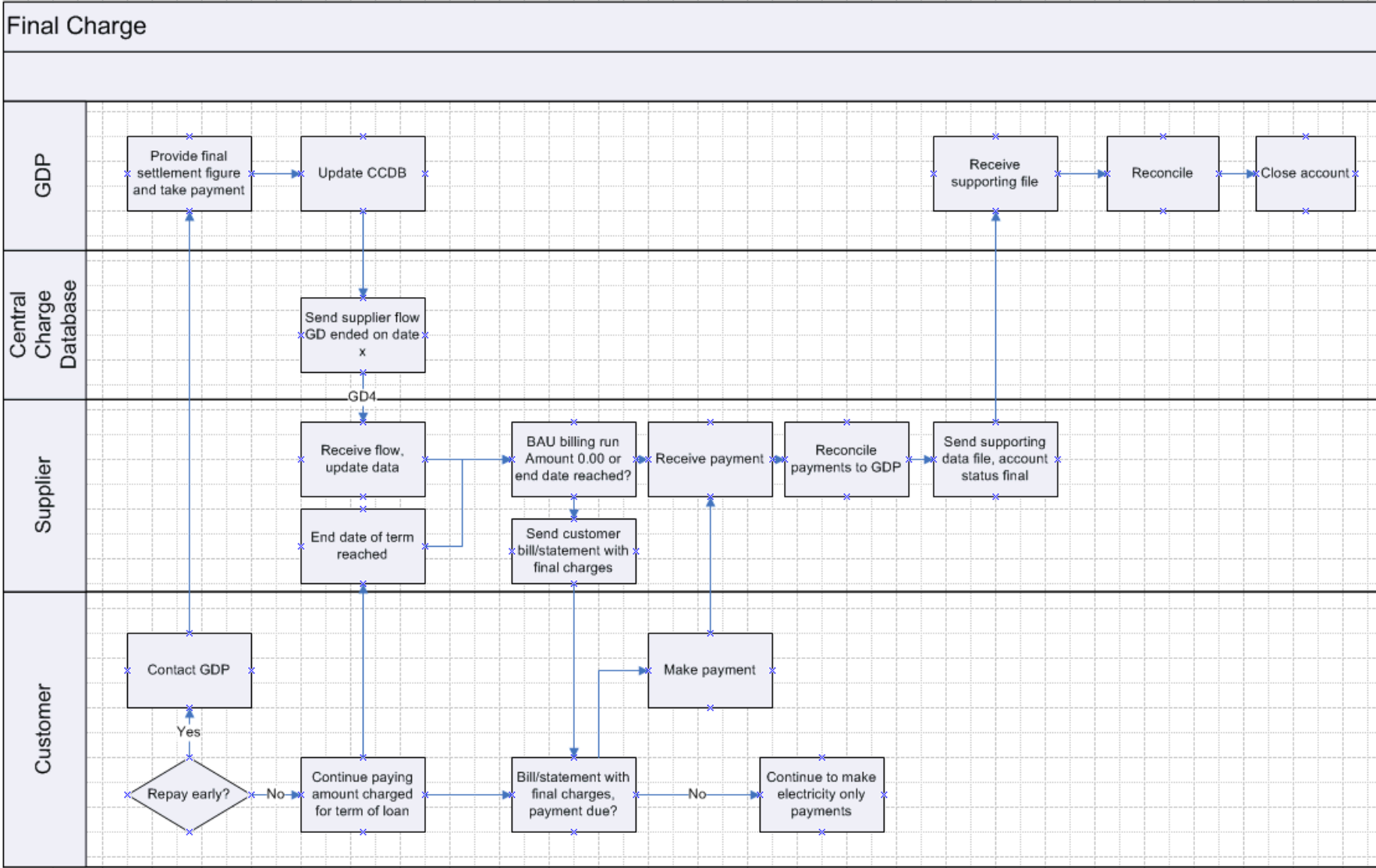
Purpose: To notify CCDB of a successful COS Transfer  
Trigger: COS Transfer window closing, with no objection.

Response: None

Questions:

ID	Data Label	CCDb Generated	Required	DTC ITEM
1	MPAN		x	x
2	Supplier MPID		x	

**End of Green Deal**



Note – Flow GD04 will be used to notify the supplier of early settlement.