Business Requirements for

for

Change of Supplier

C O N T E N T

A. About this document

This document is a Business Requirements Specification (BRS) for Change of Supplier process within the structuring process of the European energy market. The processes related to change of Supplier are a centrepiece of the Structuring process. In this BRS we use business terms for the actors, and we map them to the terms used in the Harmonised Role Model from ENTSO-E, ebIX® and EFET [3].

As a general introduction ebIX® has published a separate document "Introduction to ebIX® Business Requirements and Business Information Models" [4]. The introduction also includes the generic model elements that are not specific for a business process.

In line with UN/CEFACT Modelling Methodology version 2 (UMM-2) ebIX® defines the business requirements as the first step in modelling energy market processes. This document specifies an UMM Business Requirements View, which consist of the three sub views: Business Domain View, Business Partner View and Business Entity View.

The Business Information Model is in turn the basis for the creation of XML schema's and is the basis for the specification of web services. The Business Information Model and the syntax specific structures are specified by the "ebIX® Technical Committee" (ETC).

Since the ebIX® model is open for national customisation, some attributes are added as optional for usage for regional/national customisation. If used, these attributes must be specified nationally.

A.1. References

A.1.1. Standards

[1] UML Profile for UN/CEFACT's Modelling Methodology (UMM), Base Module 2.0., (http://www.unece.org/tradewelcome/un-centre-for-trade-facilitation-and-e-business-uncefact/outputs/technical-specifications/uncefact-modelling-methodology-umm.html);

[2] UML Profile for UN/CEFACT's Modelling Methodology (UMM), Foundation Module, 2.0. (http://www.unece.org/tradewelcome/un-centre-for-trade-facilitation-and-e-business-uncefact/outputs/technical-specifications/uncefact-modelling-methodology-umm.html);

[3] The Harmonized Role Model (for the Electricity Market) by ebIX®, ENTSO-E, and EFET (www.ebix.org).

A.1.2. ebIX® Documents

[4] Introduction to ebIX® Business Requirements and Business Information Models (www.ebix.org);

[5] Recommended Identification Schemes for the European Energy Market (www.ebix.org);

[6] ebIX® code lists (www.ebix.org);

[7] ebIX® BRS for Measure for Determine Meter Read (www.ebix.org);

[8] ebIX® Business Requirements for Upfront Request for Accounting Point Characteristics (www.ebix.org);

[9] ebIX® Business Requirements for Alignment of Accounting Point characteristics (www.ebix.org).

A.2. Main changes since last version

Old	New	Clarification	Date
		Version 4.0	
3.2.B	4.0.A	Recast of BRS.	20200120
		Version 4.1	
4.0.A	4.1.A	• Cardinality for Reference to requesting Transaction ID is set to [1]. • Addition of Check consent process. • Correction of spelling errors.	20201019
4.1.A	4.1.B	• Addition of clarifying text to chapter "A. About this document". • Update of roles to be in line with the ebIX®, EFET and ENTSO-E Harmonised Electricity Market Role Model version 2022-01. In addition, the definition or the Energy Supplier is updated to include gas. • Hiding attributes from the root class in Appendix A, to make the class	20230815
4.1.B	4.1.C	• Editorial corrections, such as replacing Grid company with Metering Point Administrator in the UseCase description for "Request change of supplier".	20231002

1. Business Domain View: Change supplier (Business Process UseCase)
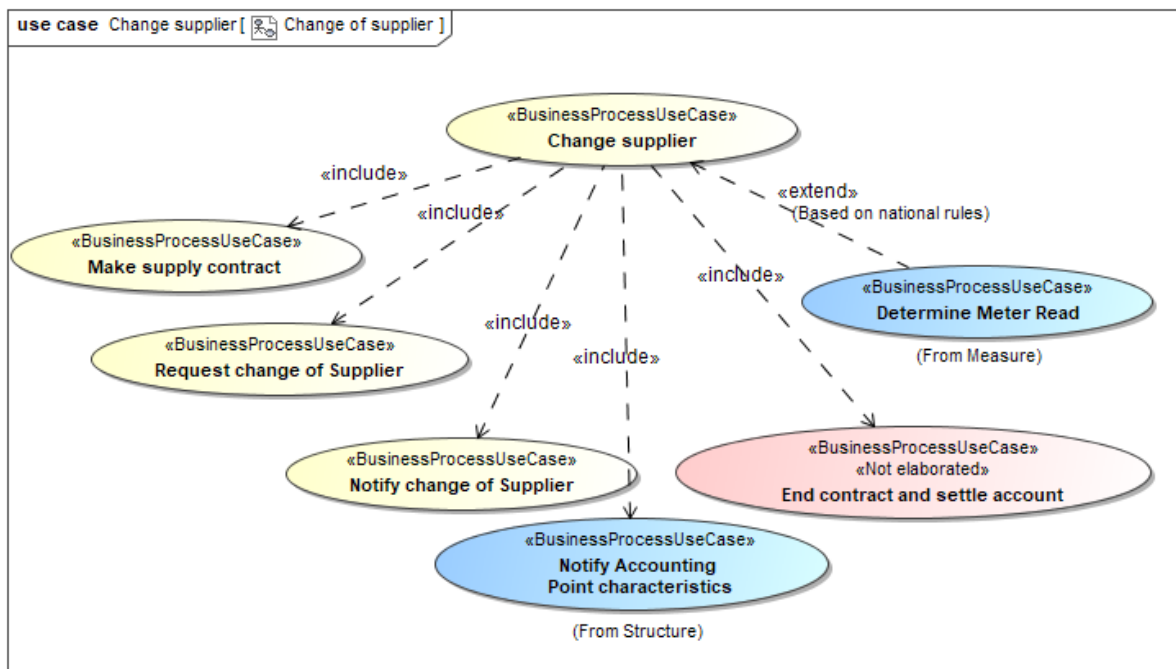
Figure 1 UseCase diagram: Change supplier

1.1. Description

UseCase description: Change supplier	
definition	This is the process where an Energy Supplier (together with the Balance Responsible Party or Shipper) will be registered in the Metering Point administration as the New Energy Supplier for the Accounting Point. The Metering Point Administrator makes all necessary updates for the change of Supplier, notifies relevant parties including distribution of Accounting Point characteristics for alignment to the Linked Parties.
beginsWhen	When a Customer and a New Energy Supplier intend to close a contract and initiate a change of Supplier process.
preCondition	The New Energy Supplier is registered as Energy Supplier. The New Energy Supplier can identify the Customer. The New Energy Supplier can identify the Accounting Point. The New energy Supplier has a contract with the Customer, i.e. the New Energy Supplier is consented.

| endsWhen	When the Request change of Supplier is confirmed, and all relevant parties are informed about the change of Supplier and the Accounting Point characteristics have been distributed to Linked Parties Based on national rules, a meter read has been determined.
postCondition	The Customer has changed Energy Supplier for the Accounting Point and all Affected Parties have been informed and all Linked Parties received Accounting Point characteristics, including - based on national rules - determination and exchange of a meter read related to the change of Supplier.
exceptions	The contracting phase was aborted, or the Request change of Supplier is rejected, and the change of Supplier process is aborted.
actions	See 1.2

1.2. Business Process
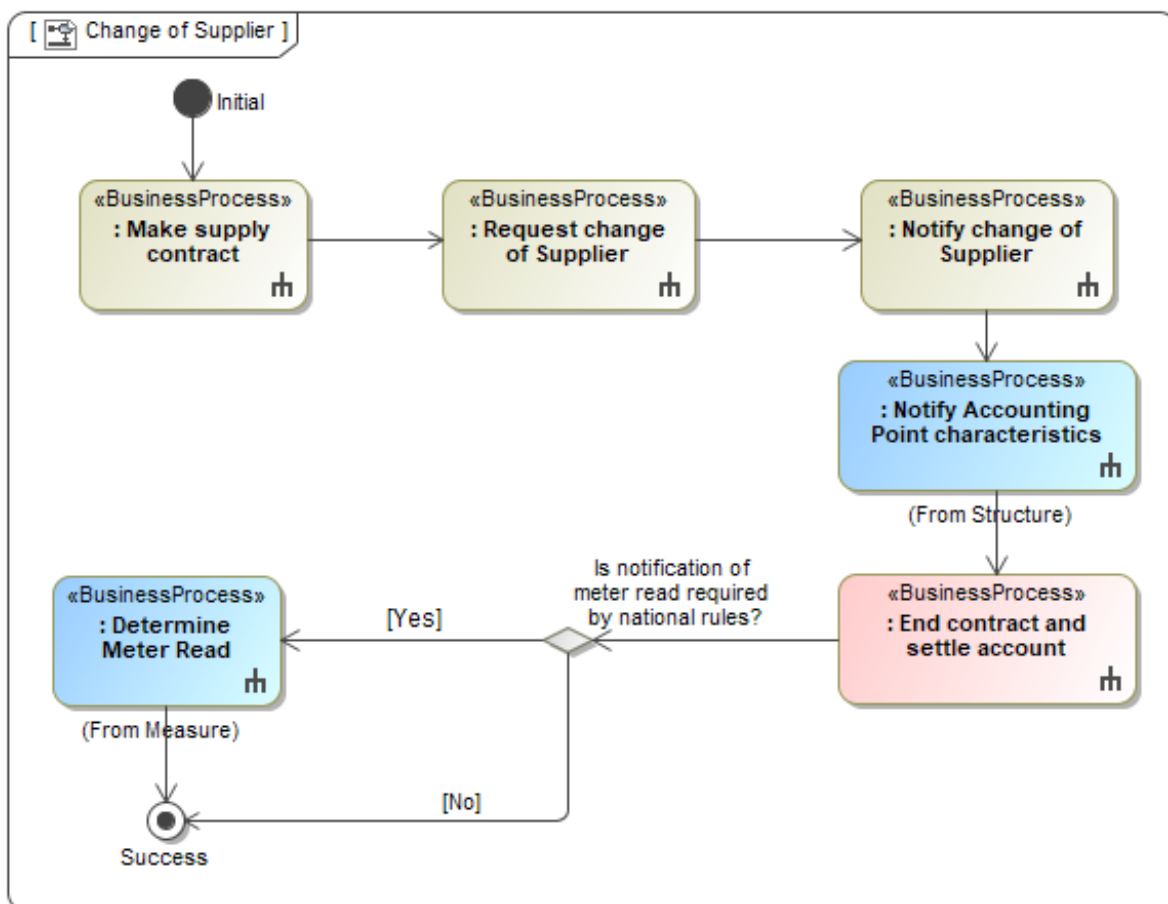
Figure 2 Business process: change of Supplier

1.3. Make supply contract
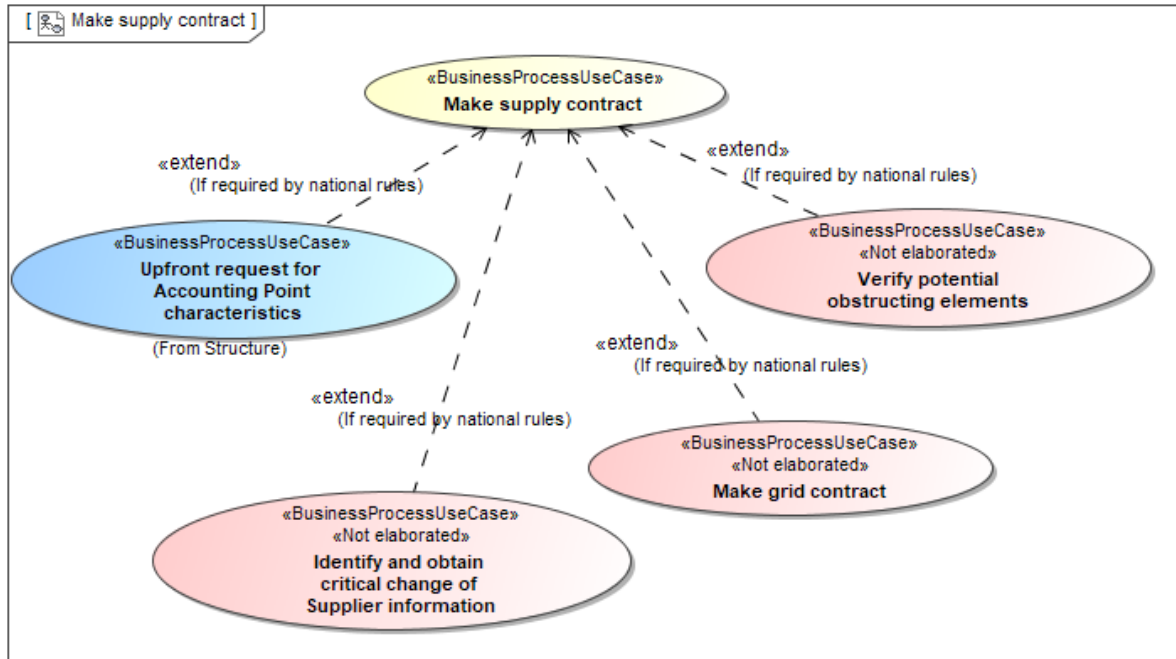
Figure 3 UseCase diagram: Make supply contract

1.3.1. Description

UseCase description: Make supply contract	
definition	In this process, a contract between the Customer and the New Energy Supplier is made for supply of energy. Therefore, the New Energy Supplier identifies the necessary Customer data (invoicing data) e.g. name, address, and the Accounting Point involved. If needed by national rules, the New Energy Supplier makes a grid usage contract with the Customer.
beginsWhen	When a Customer and a New Energy Supplier intend to close a contract and initiate a make supply contract process as part of a change of Supplier process.
preCondition	The New Energy Supplier can identify the Customer. The New Energy Supplier can identify the Accounting Point.
endsWhen	When all requisites for making the supply-contract are fulfilled and a contract between the New Energy Supplier and the customer is settled.

postCondition	The Customer has a contract with the New Energy Supplier and the New Energy Supplier has the needed information and consent to Request change of Supplier for the Accounting Point.
exceptions	The contracting phase may be aborted for some reason and the change of Supplier process stops. Based on national rules, pre-change checking and verification of contractual matters between the New and the Old (current) Energy Supplier are currently done in several of the countries participating in ebIX®.
actions	See 1.3.2

1.3.2. Business Process
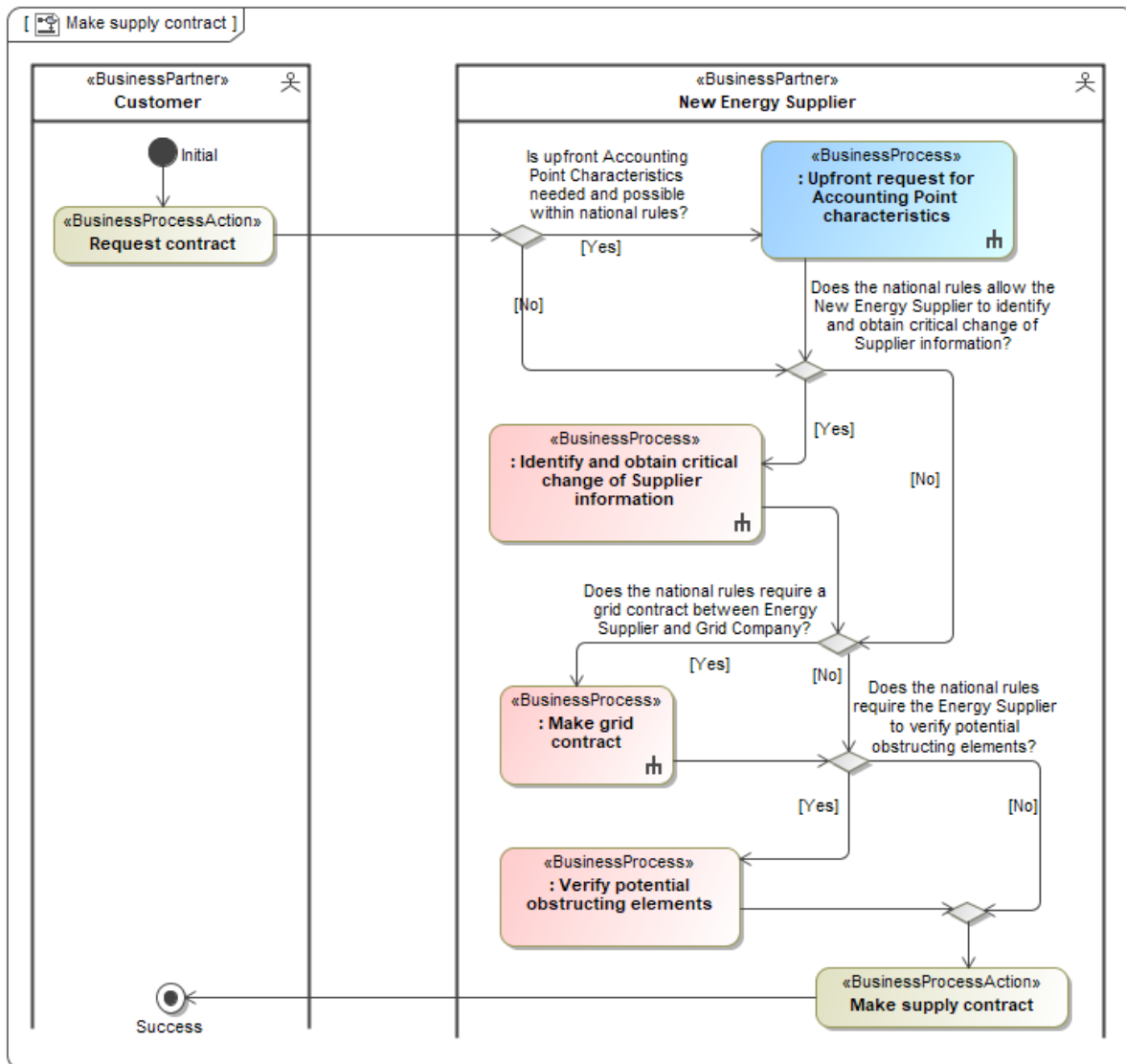
Figure 4 Business process: Make supply contract

1.3.3. Upfront Request for Accounting Point Characteristics (Business Process UseCase)

The New Energy Supplier may need (some of) the Accounting Point characteristics for settling the supply contract and sends a request for it to the Metering Point Administrator. This process is elaborated in a separate document, see ebIX BRS for upfront request for Accounting Point characteristics [8].

1.3.4.   Identify and obtain critical change of Supplier information (Business Process UseCase)
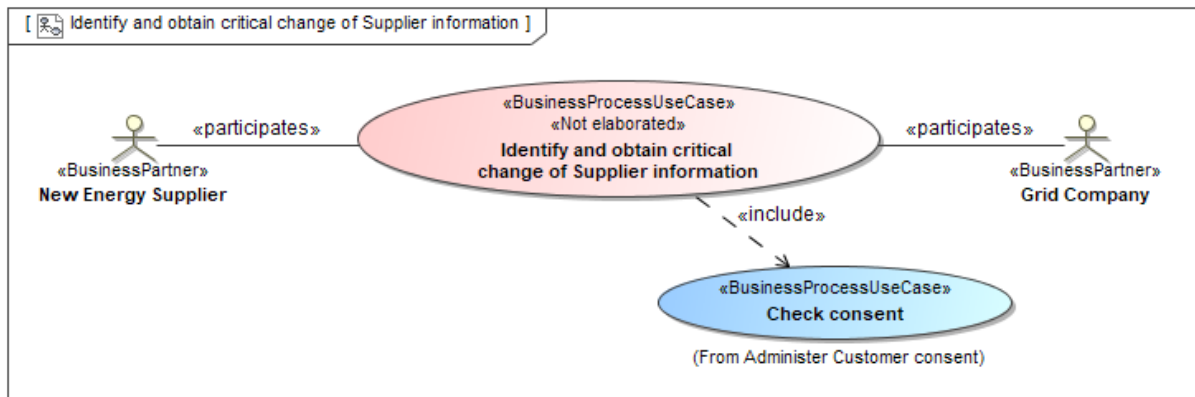
Figure 5 UseCase diagram: Identify and obtain critical change of Supplier information

1.3.4.1.   Description

UseCase description: Identify and obtain critical change of Supplier information	
definition	In this process, the New Energy Supplier will identify and obtain the necessary change of Supplier information of the Accounting Point. Examples of data that may be identified and obtained: • Metering Point Administrator. • Proposed change date. • Consumption data, e.g. estimated annual consumption and load profile. • Metering method. The Metering Point Administrator must check the consent the Customer has given to the new Energy Supplier.
beginsWhen	When settling a new supply contract, the New Energy Supplier will need to identify and obtain critical change of Supplier information.
preCondition	The Accounting Point ID is available. The process is required by national rules.
endsWhen	When the critical information is obtained by the New Energy Supplier.
postCondition	The critical information is obtained.
exceptions	None.

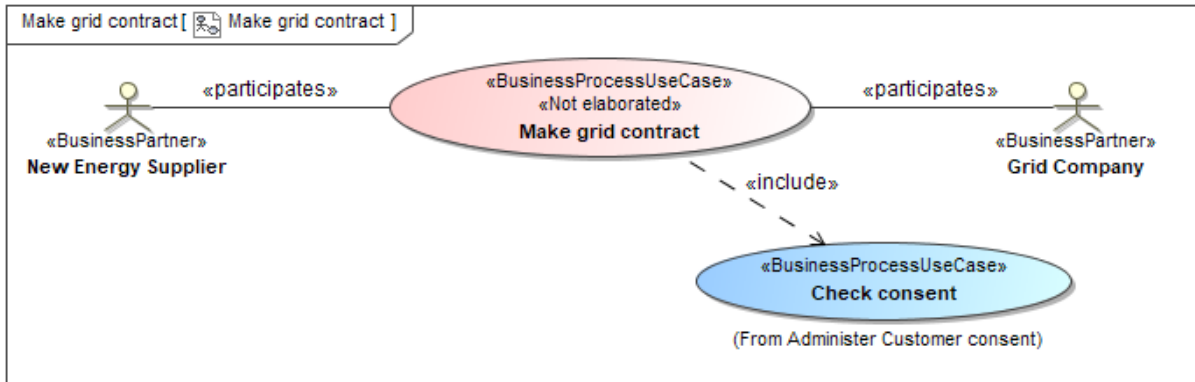| actions	There are no documents specified by ebIX® for this business process. The documents related to this process should be made nationally.

1.3.5. Make grid contract

Figure 6 UseCase diagram: Make grid contract

1.3.5.1. Description

UseCase description: Make grid contract	
definition	In this process, the New Energy Supplier makes a new grid contract with the Customer for the Accounting Point he is intending to supply to. The Metering Point Administrator must check the consent the Customer has given to the new Energy Supplier.
beginsWhen	When the New Energy Supplier needs to settle a new grid contract with the Grid Access Provider (Grid Company) for the Accounting Point.
preCondition	Accounting Point ID is known. National rules allow for making a new grid contract by the Energy Supplier.
endsWhen	When the grid contract for the Accounting Point is concluded by the Energy Supplier.
postCondition	The Grid Access Provider (Grid Company) and the Customer have a grid contract for the Accounting Point.
exceptions	None.
actions	Note that there are no documents or process specified by ebIX® for this UseCase. Process and documents related to this UseCase must be made nationally.

1.3.6. Verify potential obstructing elements (Business Process UseCase)

The process Verify potential obstructing elements is implemented in different ways in different countries, involving different business partners. In some countries, this process is defined as a process between the Old and the New Energy Supplier. The process, if used, must be defined on a national level.

1.4. Request change of Supplier (Business Process UseCase)
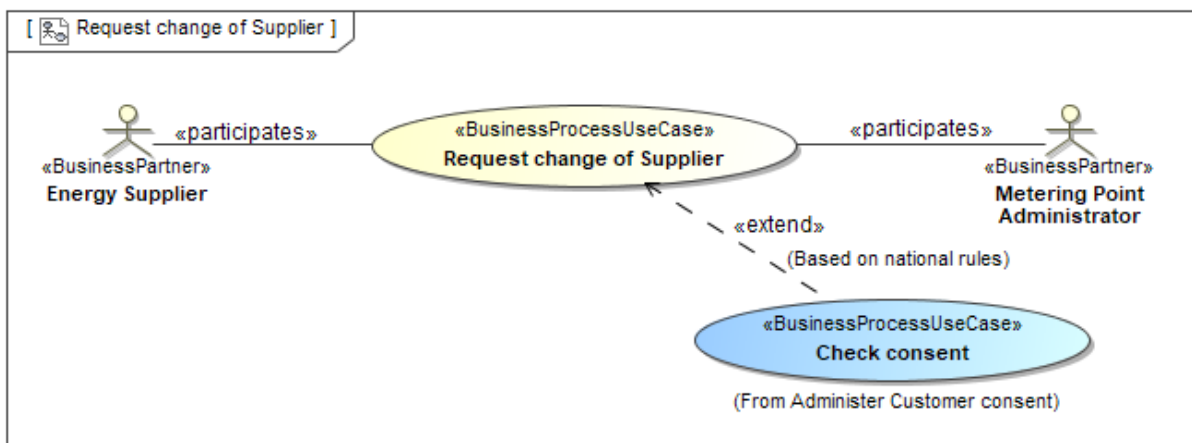
Figure 7 UseCase diagram: Request change of Supplier

1.4.1. Description

UseCase description: Request change of Supplier	
definition	In this process, the New Energy Supplier, on behalf of the Customer, requests to become the Energy Supplier for the Accounting Point and the Metering Point Administrator confirms it.
	The Metering Point Administrator must check the consent the Customer has given to the new Energy Supplier.
	Because of the confirmed request, the Metering Point administration will be updated with the new Energy Supplier in due time.
beginsWhen	When the New Energy Supplier decides to send a request for change of Supplier to the Metering Point Administrator, to achieve the intended start of supply date for the new supply contract.

preCondition	A supply contract between the new Energy Supplier and the Customer at the Accounting Point is in place[1], and therefore the new Energy Supplier is consented for the Change of Supplier.
	A start of supply date has been agreed with the Customer.
endsWhen	When the Request change of Supplier is confirmed.
postCondition	The new Energy Supplier is confirmed to supply the Accounting Point from the requested start date onwards.
exceptions	The Metering Point Administrator rejects the request change of Supplier[2].
actions	See 1.4.2

---

[1] In some countries the New Energy Supplier, if applicable, has to wait for the so-called cooling-off period (regret period) before he can send the Request change of Supplier.

[2] Note that the Start Date should not be changed in the confirmation of change of supplier. If the Metering Point Administrator cannot accept the proposed switch date, the request should be rejected.

1.4.2. Business Process

Figure 8 Business process: Request change of Supplier

1.5.   Notify change of Supplier (Business Process UseCase)

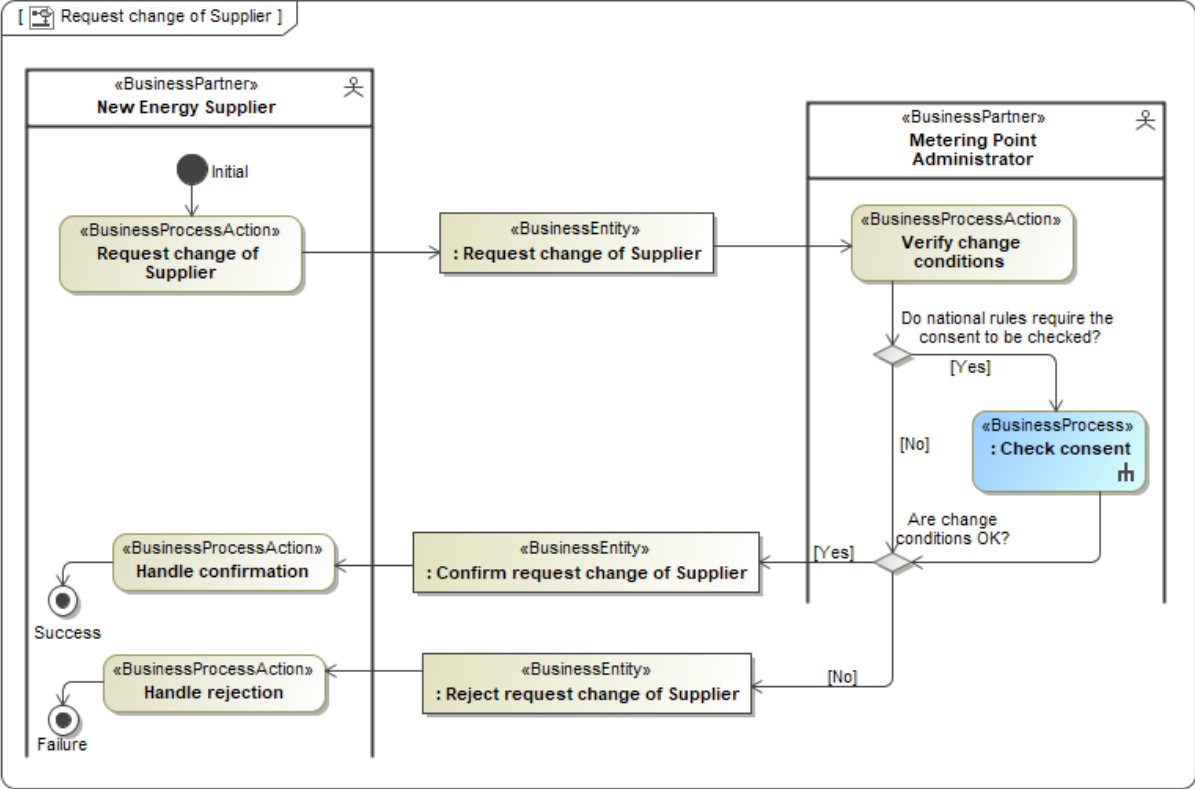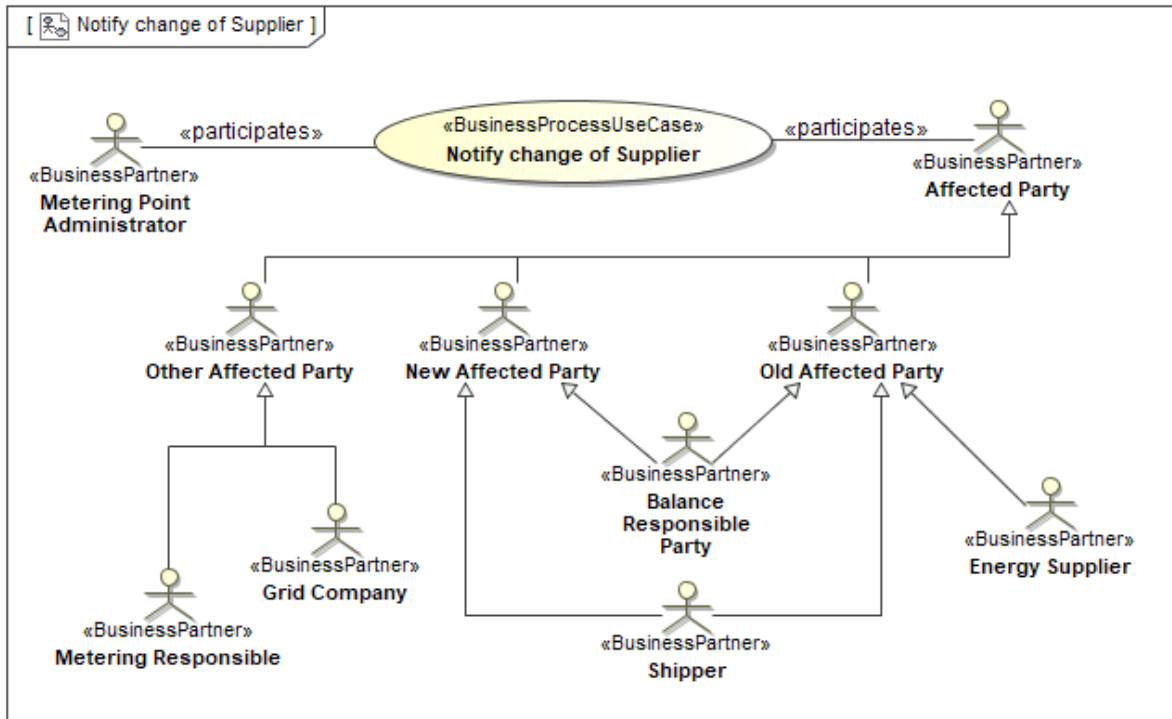

Figure 9 UseCase diagram: Notify change of Supplier

1.5.1. Description

UseCase description: Notify change of Supplier	
definition	In this process, the Metering Point Administrator will notify the Affected Parties of the change of Supplier in the Accounting Point and the related change date.
beginsWhen	When the change of Supplier has been confirmed by the Metering Point Administrator.
preCondition	The change of Supplier has been confirmed by the Metering Point Administrator.
endsWhen	When the Affected Parties have received the notification
postCondition	The Affected Parties have been informed of the change of Supplier.
exceptions	If required by national rules the (Old and New) Balance Responsible Party or the (Old and New) Shipper may not be notified.
actions	See 1.5.2

1.5.2. Business Process

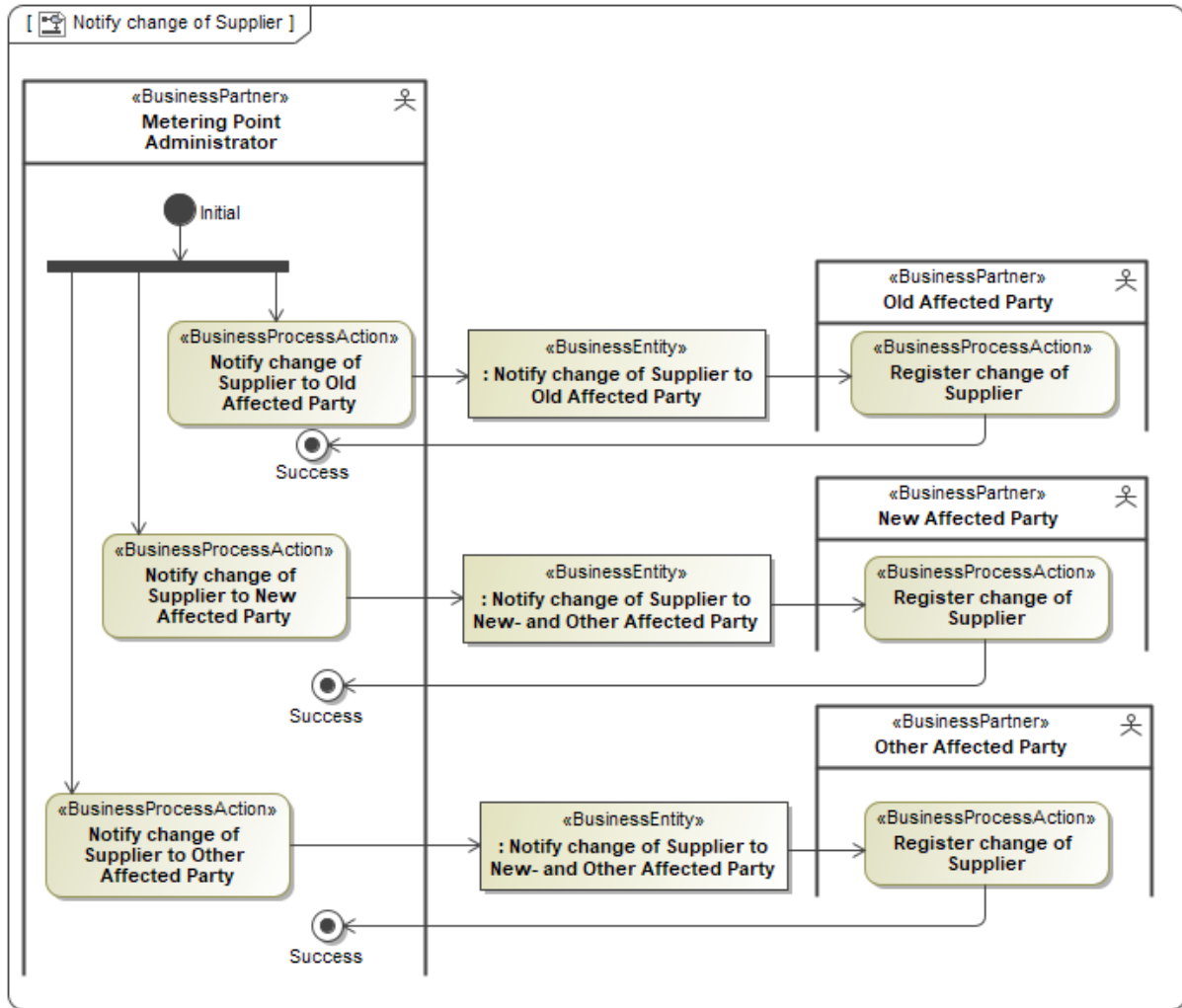**Figure 10** Business process: Notify change of Supplier

1.6.   Notify Accounting Point Characteristics

In order for all Linked Parties to operate properly they will be notified with Accounting Point characteristics. *Notify Accounting Point Characteristics* is documented in a separate BRS, see [9]. In this BRS (BRS for alignment of Accounting Point characteristics), the Linked Parties are specified.
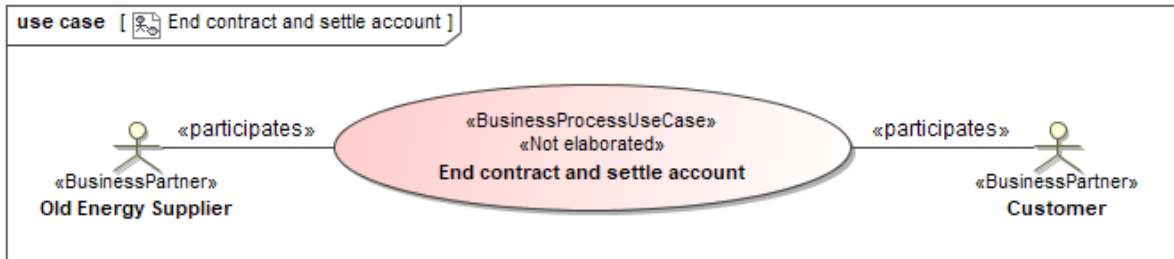
1.7.   End contract and settle account

Figure 11 UseCase diagram: End contract and settle account

UseCase description: End contract and settle account	
definition	In this process, the Old Energy Supplier settles the final account for the Accounting Point.
beginsWhen	The notification of end of supply has been received by the Old Energy Supplier.
preCondition	The Old Energy Supplier has the contract with the Customer for the Accounting Point.
endsWhen	The Old Energy Supplier has ended the contract with the Customer for the Accounting Point.
postCondition	The Customer and the Old Energy Supplier don't have a supply contract for the Accounting Point anymore. The Customer and the Old Energy Supplier have settled the final bill.
exceptions	None.
actions	The End contract and settle account is not run by standardised message exchange, hence this process is not further elaborated.

1.8.   Determine Meter Read

Based on national rules a Meter Read may have to be determined for the change of Supplier. The process Determine Meter Read is documented in the ebIX® model Measure [6]. Dependent on national rules the UseCase may only be used for profiled settled Accounting Points.

2. Business Partner View

1.9. Business Partners change of Supplier

In the diagram below is shown the definitions of the roles used in this BRS, if applicable, based on roles from the Harmonised Electricity Market Role Model, see [3], however in some cases (se definitions with blue background) updated to fit both the electricity and the gas market.
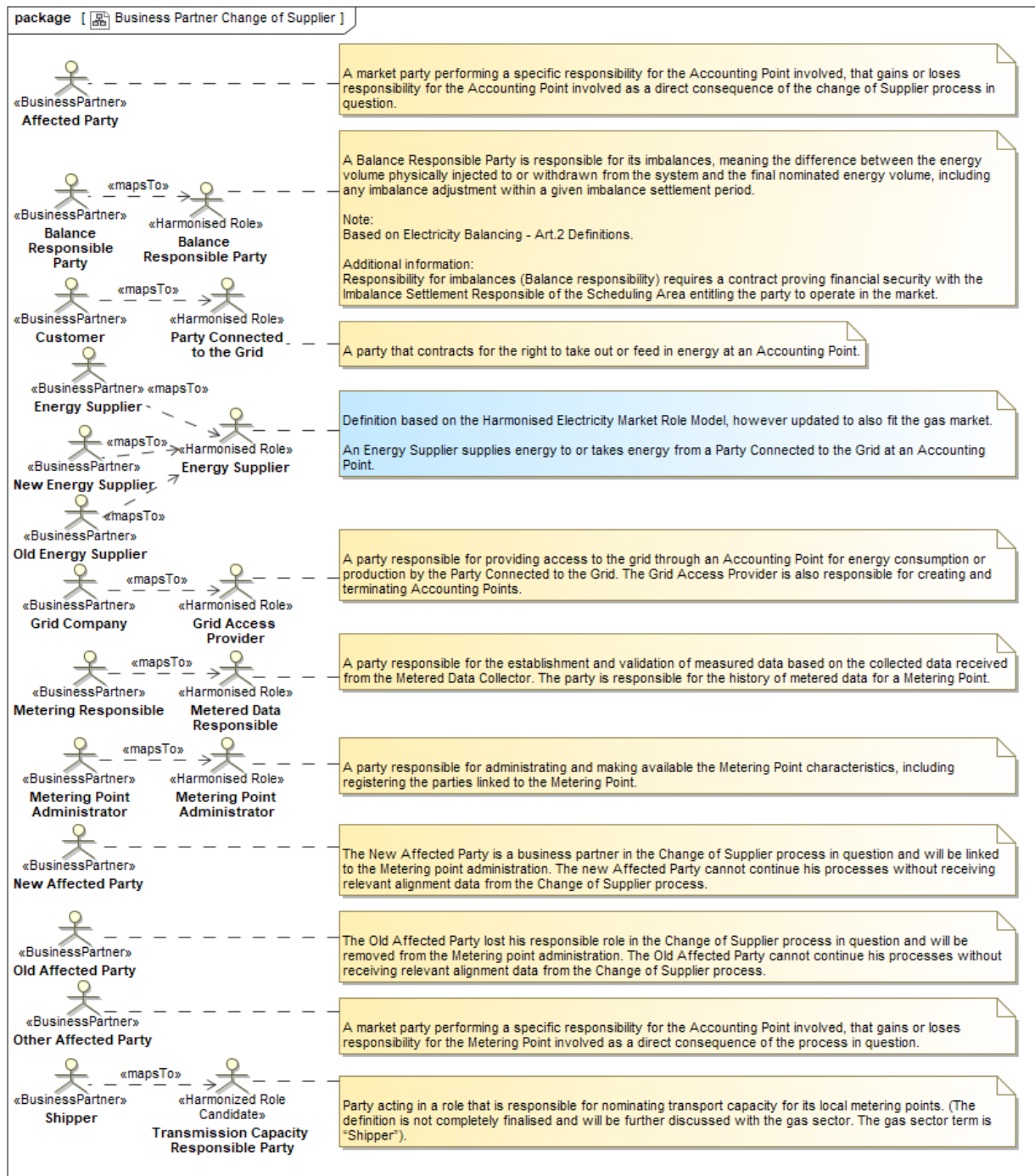

Figure 12 Business Partners for change of Supplier

3. Business Entity View

A general introduction to the Business Entity View can be found in the Introduction to ebIX® Business Requirements and Business Information Models (www.ebix.org), [4].

1.10.   Request change of Supplier (Class Diagram)
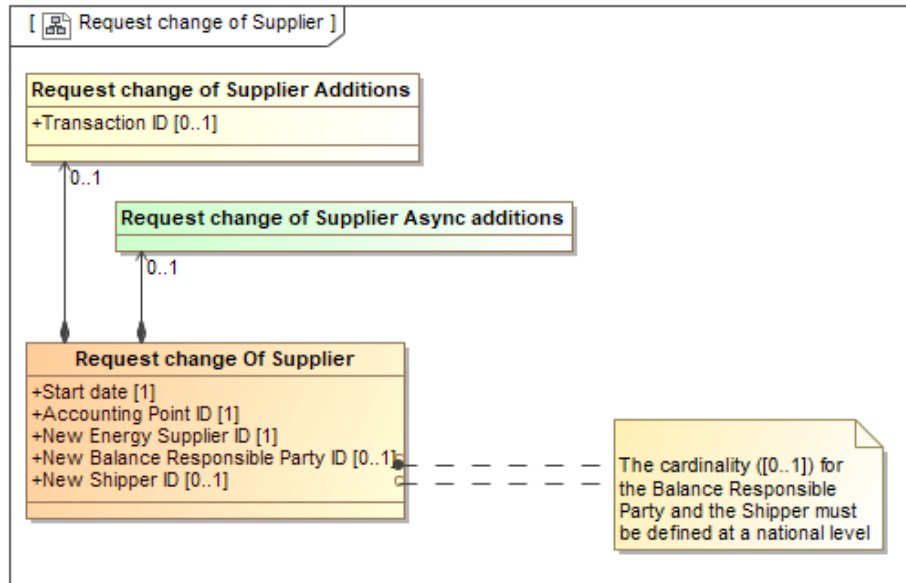

Figure 13 Class diagram: Request change of Supplier

1.10.1. Element definitions: Request change of Supplier

«Business entity» Request change of Supplier	The information set to be sent by an Energy Supplier to the Metering Point Administrator when requesting a change of Supplier.
Start date	The date requested by the New Energy Supplier to take over the energy supply for this Accounting Point.
Accounting Point ID	The unique identification of the Accounting Point this Request change of Supplier is aimed for.
New Energy Supplier ID	The unique identification of the requesting Energy Supplier.
New Balance Responsible Party ID	The unique identification of the Balance Responsible Party for this Accounting Point, as requested by the New Energy Supplier.
New Shipper ID	The unique identification of the Shipper for this Accounting Point, as requested by the New Energy Supplier.
Request change of Supplier Async Additions	Additional information, related to the change of Supplier, needed when using asynchronous communication, however not used in this request.
Request change of Supplier Additions	Additional information, related to the change of Supplier to be agreed on a national level.
Transaction ID	The unique identification of this set of information given by the requesting Energy Supplier.

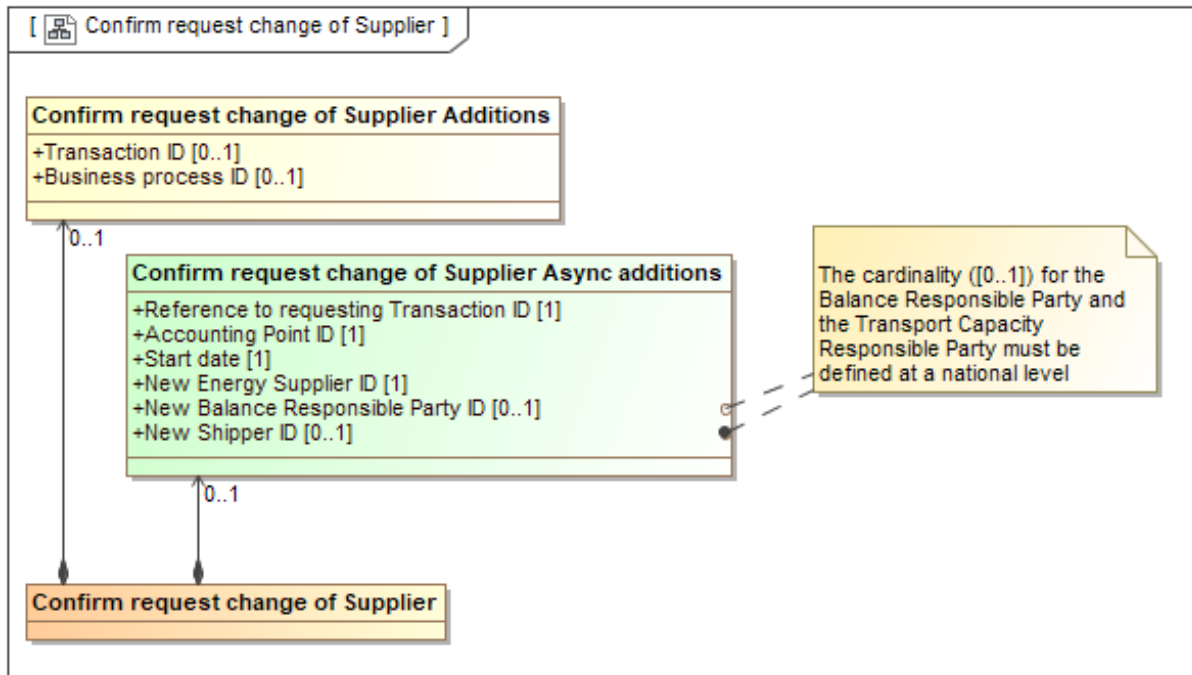## 1.11. Confirm request change of Supplier (Class Diagram)

Figure 14 Class diagram: Confirm request change of Supplier

1.11.1. Element definitions: Confirm request change of Supplier

«Business entity» Confirm request change of Supplier	The information set to be sent by the Metering Point Administrator to the requesting Energy Supplier to confirm this change of Supplier.
Confirm request change of Supplier Async Additions	Information related to the Confirmation change of Supplier, needed when using an asynchronous communication.
Reference to requesting Transaction ID	The Transaction ID from the request given by the requesting Energy Supplier.
Accounting Point ID	The unique identification of the Accounting Point the change of Supplier is confirmed for.
Start date	The confirmed date for the New Energy Supplier to take over the energy supply for this Accounting Point.
New Energy Supplier ID	The unique identification of the requesting New Energy Supplier.
New Balance Responsible Party ID	The unique identification of the confirmed Balance Responsible Party.
New Shipper ID	The unique identification of the confirmed Shipper.

Confirm request change of Supplier Additions	Information related to confirmation of change of Supplier to be agreed on a national level.
Transaction ID	The unique identification of this set of information given by the Metering Point Administrator.
Business process ID	The unique identification, given by the Metering Point Administrator, of this requested change of Supplier process that this response is part of.

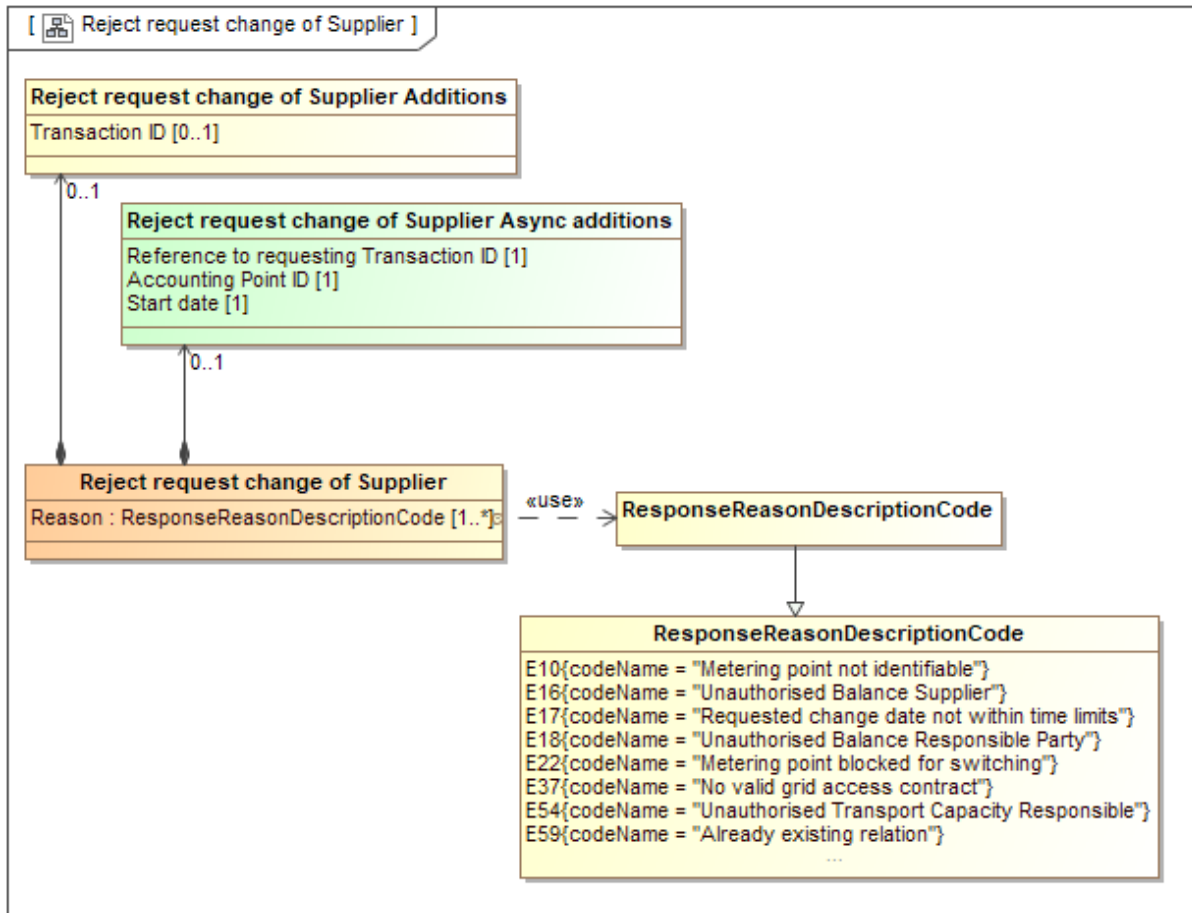## 1.12. Reject request change of Supplier (Class Diagram)

Figure 15 Class diagram: Reject request change of Supplier

1.12.1. Element definitions: Reject request change of Supplier

«Business entity» Reject request change of Supplier	The information set sent by the Metering Point Administrator to the requesting Energy Supplier to reject this change of Supplier.
Reason	A code specifying (one of) the reason(s) for the rejection of the requested change of Supplier.
Reject request change of Supplier Async Additions	Additional information, related to the change of Supplier, needed when using asynchronous communication.
Reference to requesting Transaction ID	The Transaction ID from the request given by the requesting Energy Supplier.
Accounting Point ID	The unique identification of the Accounting Point the change of Supplier is rejected for.
Start date	The requested date for the change of Supplier that is rejected.

Reject request change of Supplier Additions	Information, related to rejection of change of Supplier, to be agreed on a national level.
Transaction ID	The unique identification of this set of information given by the Metering Point Administrator.

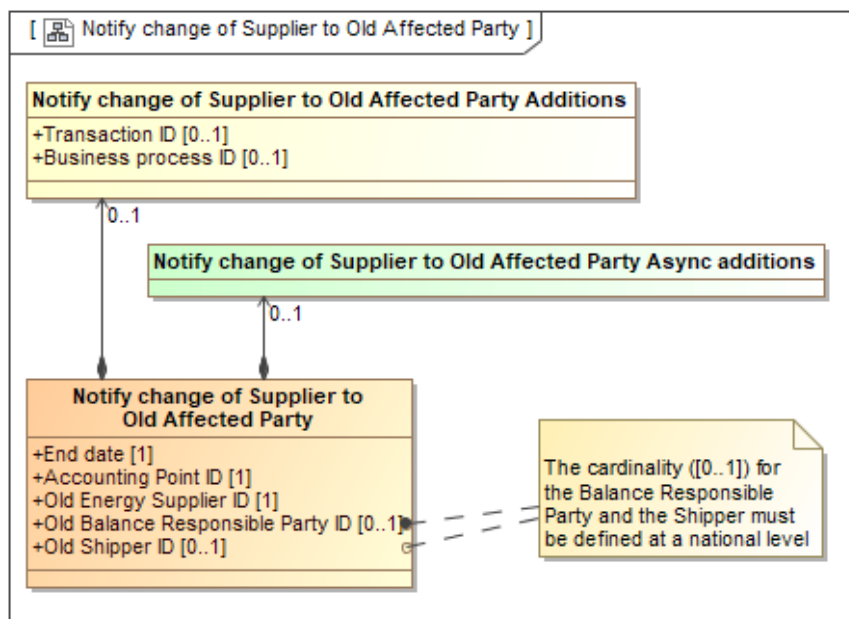## 1.13. Notify change of Supplier to Old Affected Party (Class Diagram)

Figure 16 Class diagram: Notify change of Supplier to Old Affected Party

1.13.1. Element definitions: Notify change of Supplier to Old Affected Party

«Business entity» Notify change of Supplier to Old Affected Party	The information set sent by the Metering Point Administrator to the Old Affected Party to notify this change of Supplier.
End date	The date from when the Old Affected Party no longer have the supply or balance responsibility for this Accounting Point.
Accounting Point ID	The unique identification of the Accounting Point the change of Supplier is notified for.
Old Energy Supplier ID	The unique identification of the Energy Supplier that is supplying the Accounting Point until the date for which this change of Supplier takes place.
Old Balance Responsible Party ID	The unique identification of the Balance Responsible Party that from the end date no longer has the balance responsibility for this Accounting Point.
Old Shipper ID	The unique identification of the Shipper that from the end date no longer has the transport capacity responsibility for this Accounting Point.
Notify change of Supplier to Old Affected Party Additions	Additional information, related to the notification of change of Supplier, to Old Affected Party, agreed on a national level.
Transaction ID	The unique identification of this set of information given by the Metering Point Administrator.

Business process ID	The unique identification, given by the Metering Point Administrator, of this change of Supplier process that this notification is a part of.
Notify change of Supplier to Old Affected Party Async Additions	Additional information, related to the Notify change of Supplier, to Old Affected Party, however not used in this notification.

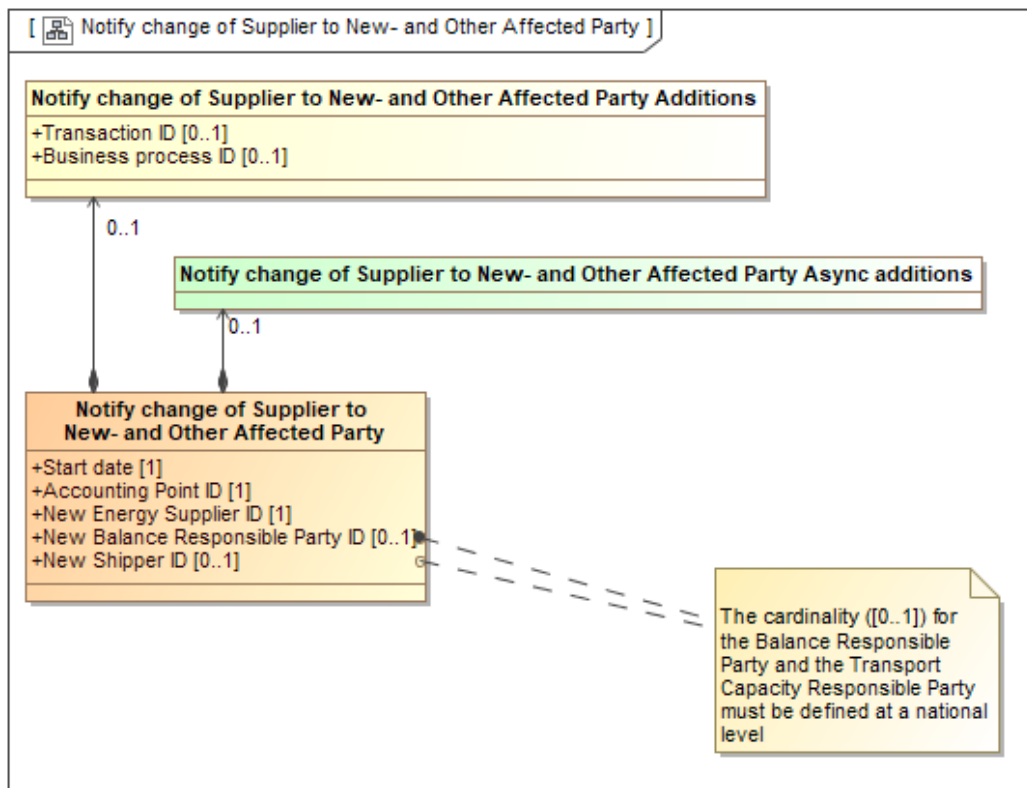## 1.14. Notify change of Supplier to New- and Other Affected Party (Class Diagram)

1.14.1. Element definitions: Notify change of Supplier to New- and Other Affected Party

«Business entity» Notify change of Supplier to New- and Other Affected Party	The information set sent by the Metering Point Administrator to the New- and Other Affected Party to notify this change of Supplier.
Start date	The date from which the New Energy Supplier and New Balance Responsible Party or Shipper take over the respective responsibilities for this Accounting Point.
Accounting Point ID	The unique identification of the Accounting Point the change of Supplier is notified for.
New Energy Supplier ID	The unique identification of the Energy Supplier that is supplying the Accounting Point from the start date.
New Balance Responsible Party ID	The unique identification of the Balance Responsible Party that takes over the balance responsibility for this Accounting Point from the start date.

New Shipper ID	The unique identification of the Shipper that takes over the transport capacity responsibility for this Accounting Point from the start date.
Notify change of Supplier to New- and Other Affected Party	Additional information, related to the notification of change of Supplier, to the New- and Other Affected Party, to be agreed on a national level.
Transaction ID	The unique identification of this set of information given by the Metering Point Administrator.
Business process ID	The unique identification of the instance of the change of Supplier process, given by the Metering Point Administrator, of this change of Supplier process that this notification is a part of.
Notify change of Supplier to New Balance Responsible Party and New Shipper	Additional information, related to the Notify change of Supplier, to the New- and Other Affected Party, when using asynchronous communication, however not used in this notification.

Appendix A. Header and Context information for the class diagrams

A.1. Header and Context Information attributes definitions

| Class/attribute	Sector[3]	Description
Header and Context Information		The set of information specifying the information to be added to this payload to enable the exchange as a document.
Document Type		A code representing the document type used for the exchange of this set of information.
Business Reason		A code representing the business reason for the exchange of this set of information.
Ancillary Business Process Role		A code representing the market role taking part in this exchange together with the Responsible Role, responsible for the process/this exchange.

A.2. Request change of Supplier
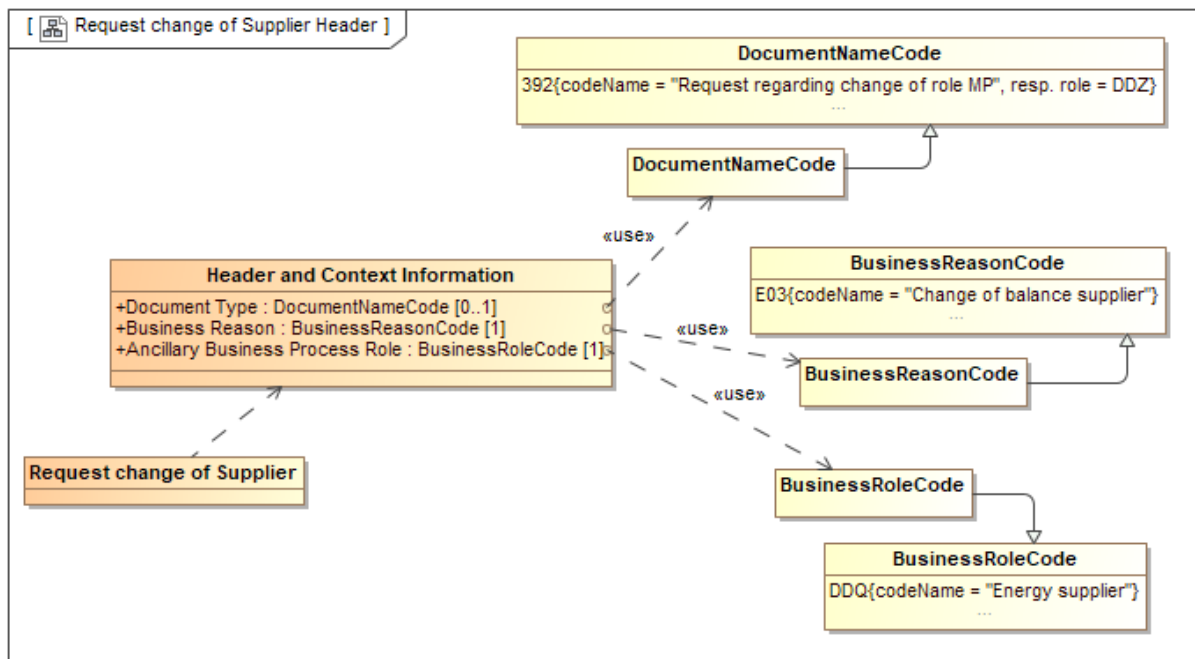
Figure 18 Class diagram: Header and Context information for request change of Supplier

---

[3] It is assumed that Accounting Points are uniquely dedicated to either electricity or to gas.
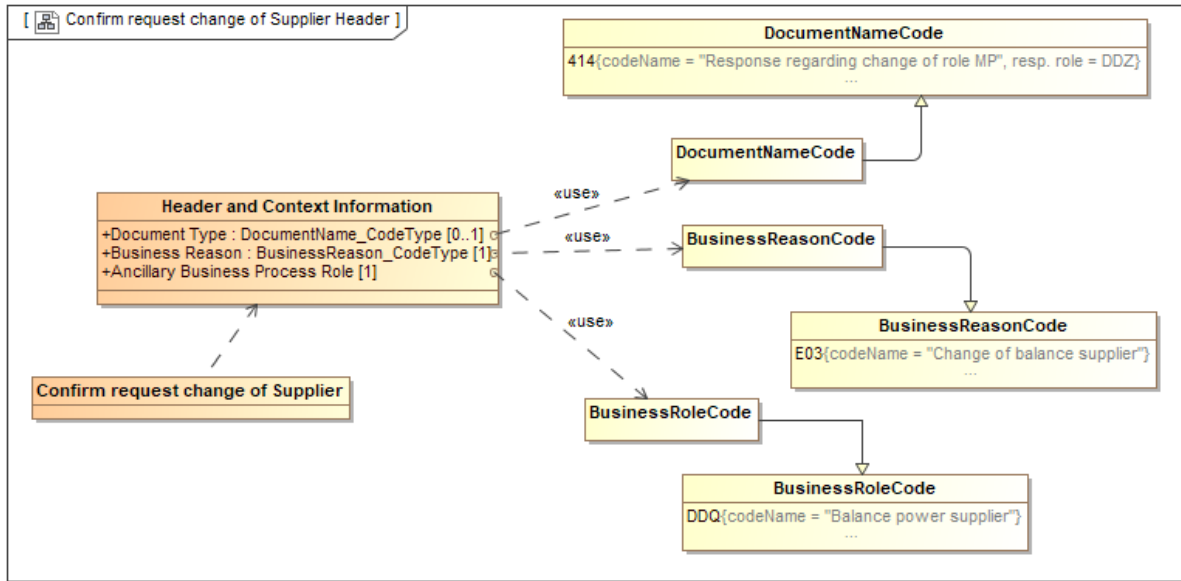
A.3.   Confirm request change of Supplier

Figure 19 Class diagram: Header and Context information for confirm request change of Supplier
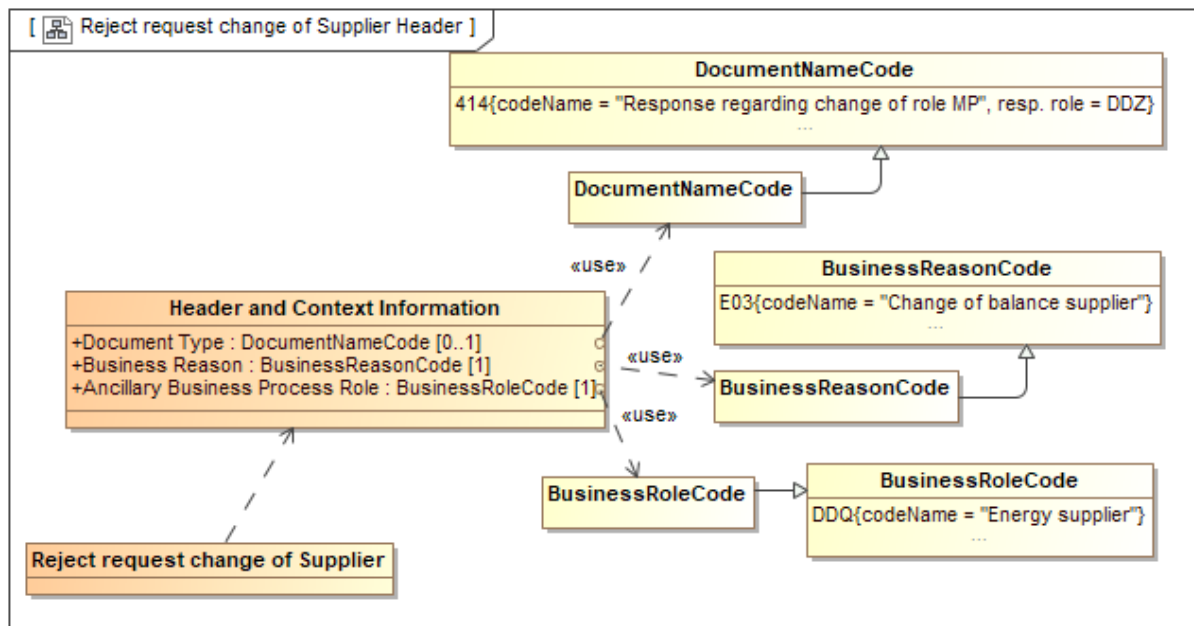
A.4.   Reject request change of Supplier

Figure 20 Class diagram: Header and Context information for reject request change of Supplier

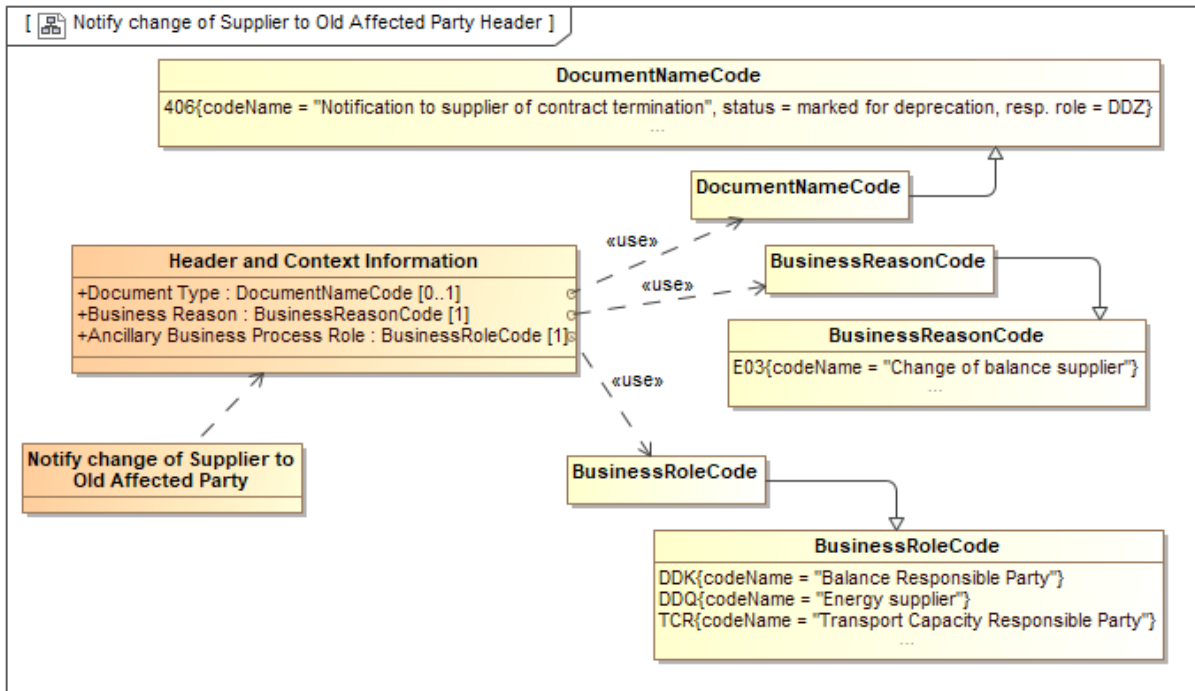## A.5. Notify change of Supplier to Old Affected Party

Figure 21 Class diagram: Header and Context information for notify change of Supplier to Old Affected Party

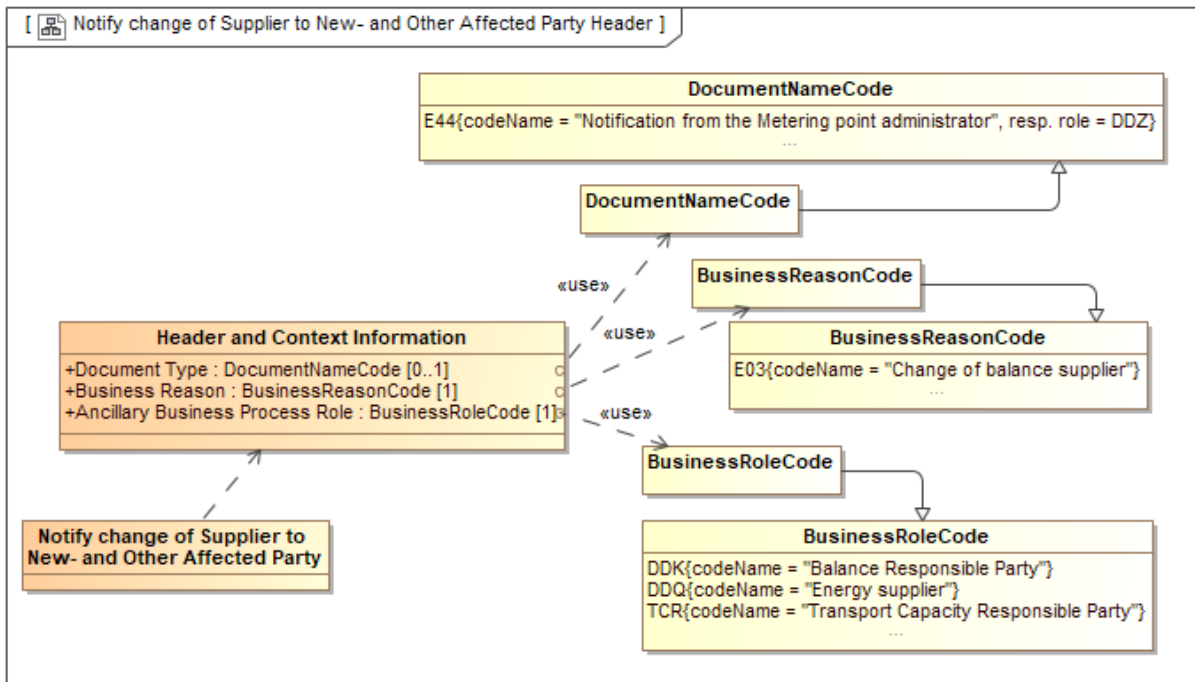## A.6. Notify change of Supplier to New- and Other Affected Party

Figure 22 Class diagram: Header and Context information for notify change of Supplier to New- and Other Affected Party