

MSC FAQs

Q Will the MSC be chargeable to non-domestic switches?

A No, the MSC is applicable only to suppliers to domestic premises.

Q How will RECCo ensure that non-domestic suppliers are not charged?

A We are reliant upon existing industry data, but at a MPxN and market participant level. For instance, Xoserve will only provide details of switches for which the Market Sector Code is set to domestic. In electricity, the equivalent will be determined by the MPAN being either profile class 1 or 2 [use same words as requirements]. Further, we will not issue an invoice for any MPRN/MPAN that may appear to be a domestic site but switching to or from a non-domestic only supplier.

Q Will the cost of the MSC be factored into the tariff cap?

A Not directly. The aim of the charge is to compensate for energy that the incumbent supplier has already purchased for each site, and those costs are already allowed for in the cap.

Q How often will the level of the MSC charge change?

A We expect often to publish a revised MSC value on a weekly basis, and for those values to take effect 2 working days later, as set out in the Ofgem Guidance.

Q How much supporting detail will be shown on the invoices to suppliers?

A RECCo will issue invoices to each supplier listing all of the switching to or from each of the MPIDs registered to them in each MSC charge period.

Q How often will be the MSC be invoiced?

A Once the charge comes into effect RECCo will issue the MSC invoices every 28 days.

Q When will I receive the first MSC invoice?

A We are not expecting the MSC scheme to be fully operating until the end of June. If the MSC has been triggered by that data, an invoice covering the period from 14 April to the end of June will be issued by [date].

Q How What are the MSC payment terms?

A MSC invoices will be payable within 5 Working Days.

Q Why are the payment terms shorter than normal RECCo invoices?

A A key aspect of Ofgem's policy is that it wanted monies payable to or from the scheme to be allocated quickly to improve supplier cash flows. 5 Working Days is a standard payment terms used elsewhere in the industry.

Q What happens if I don't pay within 5 Working Days?

A Any suppliers who have not paid their invoices by the due date will be sent a notice of late payment, which will also be copied to the Performance Assurance Board and to Ofgem. If payments remain outstanding after a further 20 Working Days, The PAB will notify the CSS to [cease supply point registrations of that supplier].

Q What happens if I want to dispute the invoice?

A Any The MSC will operate on a 'pay now, dispute later' basis. If a supplier considers that there is a manifest error with the invoice, they should raise the matter immediately with RECCo which will consider the query. If the query cannot be resolved it may be referred to the PAB for dispute resolution. The PAB will not consider any dispute in relation to a invoice which has not been queried and/or for which payment remains outstanding.

Q If I am owed money by the scheme when will I be paid?

A RECCo aims to provide monies owed to suppliers within 25 Working Days of the end of each charge period.

Q What are the charge periods?

A Other than the beginning of the scheme when we expect to do a one-off catch-up from 14 April effective date, RECCo will issue invoices every 28 days. An invoice calendar will be issued as part of accompanying guidance.