

# Market entry, exit and reinsurance

Service Definition Principle+-145978/*	Market Assurance	The key services :
Service Definition Title	Market entry, exit and reinsurance	<ul style="list-style-type: none"> <li>• Support a competitive market by providing a <b>transparent and fair entry process for new entrants</b>, whilst <b>protecting the market from entrants without sufficient capability</b> to operate in accordance with the market codes</li> <li>• Build market confidence in the market and reduce trading party and customers' exposure to risk by <b>ensuring that any exit does not cause 'shock' to the market</b></li> <li>• Protect customers in the market by <b>ensuring all non-household properties are served by a retailer at all times</b></li> <li>• Provide support to trading parties through the entry, exit and reinsurance services</li> <li>• Provide a timely review of any documentation submitted for approval</li> <li>• <b>Manage and operate the transfer of any supply points</b> from one trading party to another</li> <li>• <b>Maintenance of the interim supply allocation processes</b> to be enacted in the event of a trading party failure.</li> </ul>
Service Definition 'one-line' description	We provide management and support services for trading parties entering and exiting the NHH water market, as well as undergoing market reinsurance.	
SLT Owner	Steve Formoy	
Business Plan link(s)	<a href="#">Market Assurance</a>	

# Market entry, exit and reinsurance (continued)

Deliverables:	KPIs for the service: [DRAFT – NEW SERVICE: KPIs IN DEVELOPMENT]
<ul style="list-style-type: none"> <li>• Confirm acceptance of application, send organisation information on application process and formally approve information within 2BD of receipt of a valid application</li> <li>• Approval of Applicant Information Return and Market Entry Assurance Plan within 10BD of receipt of valid information</li> <li>• Confirm applicants Market Entry Assurance Certification, subject to security return and self cert documentation being satisfactorily completed within 10BDs of receipt of valid documentation</li> <li>• Confirm approval submission within 10BD of valid documentation (subject to Business Solution Assessment being completed satisfactorily)</li> <li>• Grant Market Entry Assurance Certification to applicant within 5BD of valid systems declaration</li> <li>• Publish new entrants’ details following certification, and allow CMOS access within 3 BDs (subject to all market entry steps completed)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Annual KPI’s (due to low volumes of activity – suggest rolling YTD KPI’s tracked)</b> <ul style="list-style-type: none"> <li>• Timeliness of Market Entry Assurance (MEA) process– time taken from TA to membership (taking into account trading party ‘delays’)</li> </ul> </li> <li>• <b>Market reinsurance</b> <ul style="list-style-type: none"> <li>• Average length of time taken between initiation and completion for trading parties undergoing Market Reinsurance</li> </ul> </li> </ul>