

Form A – IGG Design Discussion Request

Discussion Request Number	Title	Priority
DR 0103	Vulnerable Customer requirements v7.0	High

Name of Requesting Organisation	ESB Networks
Contact name	Oonagh Delaney
Date Request sent to RMDS	23/02/06

Date	Version	Reason for Change
23/02/2006	V1.0	Initial version to the market
25/07/2006	V3.1	Updated as advised at IGG held on 18 th May 2006
07/09/2006	V4.0	Detail of two phase implementation plan as advised at IGG held on 10 th August 2006
30/11/2006	V5.0	Detail of three phase implementation plan as advised at IGG held on 1 st November 2006
06/02/2007	V6.0	Updated following comments from ESB Networks ISC
14/02/2007	V7.0	Issued to the market

Detail of Discussion Request
<p>This Discussion request has been raised to discuss the required changes to support the provision of services to vulnerable Customers as required by CER decision (See link to decision below).</p> <p>http://www.cer.ie/CERDocs/cer05248.pdf</p> <p><u>Background</u></p> <p>CER have accepted the proposal to implement this requirement initially without a Schema release with some schema changes being implemented as part of the SEM release and the remaining schema changes planned for June 2008. To this end the proposal is split into three separate implementation phases:</p> <ul style="list-style-type: none"> • Phase I – Changes made to back-end systems with no schema change – Planned Delivery June 2007 • Phase 2 - Mobility Impaired Code to be delivered with AIM “go live” – Planned Delivery November 2007 • Phase 3 - Remaining Schema Changes to support additional customer attributes and include these attributes on 114 and 116 messages – Planned Delivery June 2008 <p>In the existing market design, the Customer Service Special Needs (CSSN) and Medical Equipment Special Needs (MESN) segments appear on the following messages:</p> <ul style="list-style-type: none"> • 010 – Registration message • 013 – Change of Customer Details • 016 – Change of Legal Entity • 017 – Re-energisation (with CoLE)

Detail of Discussion Request

The segments are also included in the schema for the associated confirmation messages:

- 101 – New Connection confirmation
- 105 – CoS confirmation

(Note: In the current market design, the segments are not currently included on the 116 COLE confirmation message and 114 Change of customer details confirmation message. New CSSN and MESN segments will be added to the schema for these messages at phase 3.

Phase 1 – Changes made to back-end systems with no schema change – Planned Delivery June 2007

Market Messaging approach

No changes will be made to market messages in this phase. It is proposed to use the current segments Customer Service Special Needs (CSSN) and Medical Equipment Special Needs (MESN) to support the vulnerable customer requirement.

Business Process Changes

The current market design only supports one and only one code of each type (CSSN and MESN) per message.

Where a customer has more than one attribute, suppliers will need to use the 013 message rather than using the 016, 010 or 017 to notify of these attributes. A supplier can send multiple attributes by sending many 013 messages with the single attribute on each message. Where a customer only has a single vulnerable attribute suppliers can advise CSSN and MESN attributes on 010, 016 and 017 messages

Note that: Language and learning difficulty are also currently maintained as valid codes for CSSN by the Market Design but are not included in the Vulnerable Customer requirement.

This means that e.g. if a customer was elderly and visually impaired they would not be de-energised at request of Suppliers between Nov 1st - March 31st and if required by the Customer could still have a Correspondence address set up as per the Visually impaired requirement, (See Visually Impaired Customers below)

Validation on receipt of Vulnerable Customer Codes

Rejection Reason IA – Invalid Action should be added to the valid (allowable) codes for 014R, 117R, 116R to support the following validations.

IDOC Field	Value	Description	DUOS GROUP
CSSNDETS	0001	Visually Impaired	DG 1 or 2
	0002	Speech Impaired	DG 1 or 2
	0003	Hearing Impaired	DG 1 or 2
	0004	Elderly	DG 1 or 2
	0005	Language Difficulty	DG 1 or 2
	0006	Learning Difficulty	DG 1 or 2
	0007	Mobility Impaired	DG 1 or 2
MESNDETAILS	0003	Life Support	DG 1 or 2
	0004	Non-Life Support	DG 1 or 2
	0005	Medical Institution	All other DUOS groups besides DG 1 or DG 2

Detail of Discussion Request

Table 1 – Validation of Vulnerable Customer Codes by DUoS group

013 Message- Change of Customer Details

On receipt of a 013 message from Suppliers providing a valid code for a CSSN and/or MESN attribute, ESB Networks will validate whether the addition or change of MESN and/or CSSN attributes are appropriate for the customer type (as determined by the DUoS Group, see Table 1 above). If the requested change is not appropriate, an 014R rejection message with IA will be sent.

Where subsequent 013 messages for one MPRN are sent in by suppliers, ESB Networks will carry out validation on the customer to check whether Life support or Non-Life Support MESN attributes already exist. If either of these exists, the other will not be allowed and a 014R will be sent with Rejection Reason Code 'IA' . See Table 2 for all the Vulnerable Customer Code Reject Reasons for 013 message.

Note:

Suppliers will be able to request DUoS Group changes for customers who have Vulnerable Customer attributes without application of the validation rules listed on Table 2, this is the only exception case where these validation rules will not apply. Also, in the case of a single 013 message containing a change of usage type and a CSSN or MESN attribute, the attribute will be validated against the existing DUoS group on the market system at the time of processing, not that implied by the change of use.

Message	Rejection Message	Rejection Reason Code	Rejection Reason Code Description	Possible Explanation
013	014R	IA	Invalid Action	Adding CSSN attribute sent but customer DUoS group in Networks systems does not equal DG 1 or 2
013	014R	IA	Invalid Action	Adding CSSN attribute 0003 (Life Support) or 0004 (Non-Life Support) but customer DUoS group in Networks systems does not equal DG 1 or 2
013	014R	IA	Invalid Action	Adding MESN attribute 0005 (Medical Institution) but customer DUoS group in Networks systems equals DG 1 or 2
013	014R	IA	Invalid Action	If a supplier is trying to delete a CSSN attribute but fails to specify the attribute i.e. if CSSNDEL = Y and no value is sent in CSSNDETAILS
013	014R	IA	Invalid Action	If supplier is trying to delete a MESN attribute but fails to specify the attribute i.e. on 013 message, if DELMESN = Y and no value is sent in MESNDETAILS
013	014R	IA	Invalid Action	If a Life Support MESN attribute is sent in by a supplier and Non-Life Support MESN attribute is already

Detail of Discussion Request				
				stored in Networks systems, the 013 message will be rejected. The supplier will need to delete the Non-Life Support MESN attribute prior to adding Life Support MESN attribute.
013	014R	IA	Invalid Action	If Non-Life Support MESN attribute is advised by a supplier and a Life Support MESN attribute is already stored in ESB Networks systems, the 013 message will be rejected. The Life Support MESN attribute will need to be deleted prior to adding Non Life Support MESN attribute

Table 2 – Vulnerable Customer Rejection Reasons for 013 message

Deletion of a Vulnerable Customer Code – 013 Message only

Where a Supplier wishes to indicate that a particular code no longer applies to a site and the supplier wants to delete the code then this should be notified on message 013 as below :

CSSNDETS = value to be deleted
 CSSNDEL = 'Y'

OR

MESNDETAILS = value to be deleted
 DELMESN = 'Y'

Note: The DUoS Group validation rules (Table 1) will **not** be applied when a supplier requests deletion of Vulnerable Customer Codes.

A CoLE will be taken as an automatic deletion of any previously held special needs flags.

016 Message- Change of Legal Entity

On receipt of a 016 message from providing a valid code for a CSSN and/or MESN attribute, ESB Networks will validate whether the addition or change of MESN and/or CSSN attributes are appropriate for the customer type (as determined by the DUoS Group, see Table 1 above). If the requested change is not appropriate, an 116R Rejection message with Reject Reason Code 'IA' will be sent to the supplier.

Message	Rejection Message	Rejection Reason Code	Rejection Reason Code Description	Possible Explanation
016	116R	IA	Invalid Action	Adding CSSN attribute but customer DUoS group in ESB Networks systems does not equal DG 1 or 2
016	116R	IA	Invalid Action	Adding MESN attribute 0003 (Life Support) or 0004 (Non-Life

Detail of Discussion Request				
				Support) but customer DUoS group in ESB Networks systems does not equal DG 1 or 2
016	116R	IA	Invalid Action	Adding MESN attribute 0005 (Medical Institution) but customer DUoS group in ESB Networks systems equals DG 1 or 2

Table 3 – Vulnerable Customer Rejection Reasons for 016 message

Note:

Receipt of a valid 016 message from a supplier will assume deletion of any previously held CSSN/MESN attributes at that customer's site. If the new customer has any customer service/medical equipment special needs, these must be included on the 016 message.

017 Message-

On receipt of a 017 message from providing a valid code for a CSSN and/or MESN attribute, ESB Networks will validate whether the addition or change of MESN and/or CSSN attributes is appropriate for the customer type (as determined by the DUoS Group, see Table 1 above). If the requested change is not appropriate, an 117R Rejection message with Reject Reason Code 'IA' will be sent to the supplier.

Message	Rejection Message	Rejection Reason Code	Rejection Reason Code Description	Possible Explanation
017	117R	IA	Invalid Action	Adding CSSN attribute but customer DUoS group in ESB Networks systems does not equal DG 1 or 2
017	117R	IA	Invalid Action	Adding MESN attribute 0003 (Life Support) or 0004 (Non-Life Support) but customer DUoS group in ESB Networks systems does not equal DG 1 or 2
017	117R	IA	Invalid Action	Adding MESN code 0005 (Medical Institution) but customer DUoS group in ESB Networks systems equals DG 1 or 2
017	117R	IA	Invalid Action	NPA De-energisation request received for customer who is on Life Support
017	117R	IA	Invalid Action	NPA De-energisation request

Detail of Discussion Request				
				received for a customer who is elderly AND the request occurs between 1 st Nov and 31 st March. A lead in period of 15 working days will exist before the 1 st November

Table 4 – Vulnerable Customer Rejection Reasons for 017 message

017 Message- Re-energisation (with COLE)

Receipt of a valid 017 message (advising re-energisation and CoLE) from a supplier will assume deletion of any previously held CSSN/MESN attributes at that customer's site. If the new customer has any customer service/medical equipment special needs, these must be included on the 017 message.

017 Message- De-energisation (NPA)

Customers on Life Support

- If an NPA de-energisation request is received for a Customer on life support, this will be rejected using market message 117R, using an existing rejection code (**IA** – Invalid Action) – see Table 4 above.
- (Note that IA – Invalid Action will be replaced as the rejection reason for this by **VUL** – Vulnerable Customer at phase 3)

Elderly Customers

- Customers designated as Elderly will not be de-energised for NPA between the dates of 1st Nov-31st March, however NPA de-energisation requests for customers designated as Elderly, received outside these dates (excluding the 15 working day lead-in period) will be processed normally
- If an NPA de-energisation request is received for a Elderly Customer between these dates this will be rejected using market message 117R, using an existing code (**IA** – Invalid Action) – see Table 4 above.
- Note that IA – Invalid Action will be replaced as the rejection reason for this by **VUL** – Vulnerable Customer at phase 3

Designated Lead-in Period

To ensure that an elderly customer is not de-energised during the 1st Nov-31st March, it is proposed to add a parameter 'designated lead-in period' to the Central market system, initially set at 15 working days. This will ensure that a de-energisation request is not accepted prior to the designated months and actioned after the period begins.

In addition ESB Networks will back this up by establishing an internal block on scheduling such a call for a date within the 1st Nov-31st March period for an MPRN occupied by an elderly customer and all year round for life support customers.

Detail of Discussion Request

Please note that customer initiated (Non NPA) de-energisation requests will not be rejected.

Other Phase 1 changes:

Visually impaired Customers

The decision calls for the facility for a visually impaired customer to specify the address of a carer to whom correspondence would be sent and who would also facilitate routine calling at the premises (e.g. meter reading). In order to minimise the impact on the market, It is proposed to use the Notification address, Care Of Name field and phone number 2 field, , already present in the Market Data Model, for this purpose.

Where a Customer, opts to avail of this facility, the Supplier will:

1. Place the carer's name and address in the notification address fields using the appropriate market process (either CoS, CoLE or CoCD).
2. Place the carer's telephone number in the Phone 2 field of A1 Contact details using the appropriate market process (either CoS, CoLE or CoCD).

All Networks correspondence in relation to the site will then be sent to the Notification Address. (Outage Notifications will be sent to both the site address and the notification address.)

ESB Networks will modify its legacy systems so the 3rd party contact name and Telephone number will be printed on work instructions relating to the home of a visually impaired customer. This will facilitate the Networks Technician contacting the carer when making the visit. (It is not intended to print the Notification Address on the Work Instruction to avoid confusion to field teams.)

The C/O name and Phone number 2 will be downloaded onto the meter readers handheld where a customer is marked as visually impaired. This will facilitate meter readers being able to contact the carer if necessary.

Please note: For visually impaired customer, carer's name and contact no. are printed on work instructions. If a Supplier subsequently advises changes to a Carer's Contact name and telephone number on an 013 message for a customer with the visually impaired flag, this information will be updated on future work instructions.

Meter Works Forms

The new vulnerable customer flags will be printed on the work instructions issued to Networks Technicians as follows:

- E** = Elderly
- V** = Visually impaired
- H** = Hearing impaired
- L** = Life Support
- M** = Mobility impaired (Not until Phase 2)

Note: One only of these codes would be printed on the form, where stored, at phase 1. Multiples of these flags will be printed, where stored at phase 1.

The legacy codes e.g. Language / learning difficulty would not be printed on the work instruction at this

Detail of Discussion Request

stage as they do not form part of the CER Directive and there is limited space to do this at present.

MP Extranet

Modify MP Extranet screen to cater for MPRN records with more than one customer service special needs code (max. 10). The label on the extranet will change from 'Customer Service Special Needs' to 'Customer Attributes'.

It should be noted that as per the Data Protection Commissioner and current practice, life-support and non life-support MESN attributes will not be displayed on the MP Extranet.

Phase 2 – Addition of Mobility Impaired Code to the Schema – Planned Delivery November 2007

The mobility impaired code needs to be added to the list of valid codes for CSSN at Phase 2, this is planned to coincide with the schema changes required to support the AIM Project.

This new code will be '0007 – Mobility Impaired', suppliers will need to be able to submit the following messages with this code:

- 010 – Registration message
- 013 – Change of Customer Details
- 016 – Change of Legal Entity
- 017 – Re-energisation (with CoLE)

The new Mobility Impaired CSSN (where relevant) will appear on these outbound messages:

- 101 – New Connection confirmation
- 105 – CoS confirmation
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Phase 3 – Remaining Schema Changes – Planned Delivery June 2008

Since a single customer can have several CSSN attributes and since the decision calls for distinct actions in response, the Market System needs to be enhanced to accept multiple instances of the Customer Service Special Needs segment in relevant messages. The following messages will have a new segment structure to facilitate suppliers advising multiple customer attributes to ESB Networks:

- 010 – Registration message
- 013 – Change of Customer Details
- 016 – Change of Legal Entity
- 017 – Re-energisation (with CoLE)

Suppliers will also need to be able to process the following messages which will also have the new segment structure:

- 114 – Change of Customer Details Confirmation
- 116 – Change of Legal Entity Confirmation
- 101 – New Connection confirmation
- 105 – CoS confirmation

Detail of Discussion Request

When suppliers are sending in changes, additions or deletions on 013 message, the applicable code and action field should be completed so that the market systems can be updated correctly.

If customer attributes are advised on an 016 message, no action is necessary by the supplier as a new customer will always be set up in the market systems.

Suppliers should always send any known customer attributes on an 010 message as this information will not be maintained after change of supplier.

Other Phase 3 changes:

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- The new Vulnerable Customer reject reason (VUL) will be added to the Market Design and replaces IA after phase 1.
- Annual Reconciliation Report – a query will run annually (date unspecified) extracting current Vulnerable Customer Codes held by ESB Networks (by MPRN and DUoS Group), this data will be distributed to all suppliers to facilitate suppliers providing any updates by sending 013 messages to ESB Networks

Reason for Discussion Request

CER Directive

Market Design Documents impacted by Request

Retail Market Design v5.1

Date of IGG where discussed	
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Change Request xref (if applicable)	
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PART 2 MARKET ASSURANCE:

Applicability

ESB Networks	Suppliers	TSO	SSA	Generators
x	x			

Scope of Test

Connectivity	DTT	MSA	IPT	Other
			No. Of Scenarios	

Scope of Discussion Request							
Correction to Documentation	Business Process	Market & MP Systems	MPCC	Readings Processor	Market Gateway	Schema	Web Forms
	x	x					