

DR	1126	Phone Number Categorisations	<i>Priority</i> High
Harmonisation Status		CLOSED - Approved	CR Status Approved
			Status Date 08/08/2012

Date	Version	Reason For Change	Version Status
03/08/2012	v1.0	Issued to Market for HWG on 8/8/2012	Final
		Approved as Harmonisation impacting at meeting dated 08/08/2012	

PART 1 DETAIL OF DISCUSSION REQUEST/MARKET CHANGE REQUEST:

Requesting Organisation(s)	NIE	Originating Jurisdiction	NI
Contact name	Joan-Edel Smith		
Date Request Raised	31/07/2012	Originating Request	

Detail of Request
Reason for Request

NIE requires accurate capture and maintenance of phone numbers. This could also be seen as beneficial for all Market Participants. The phone number data model and strategy is important from a customer service perspective.

Currently, there is no way of identifying which phone number is a mobile, work, home number in any inbound Idoc. The Central Market System does not store any number in this categorisation, making it difficult to transfer phone numbers accurately to all the feeder systems and subsequently back to Suppliers.

Without phone number categorisation, it is difficult to provide updates to the correct phone numbers in the Central Market System. This is resulting in existing numbers being overridden, sent to feeder systems as the incorrect type of phone number and generally being an inaccurate representation of customer data.

Proposed Solution

NIE propose:

- The adjustment of the contact details segment to allow for a new repeating segment called phone details to be held within it.
- Contact details segment has types (i.e. A1 and A2 – party contact details and customer contact details). The change would affect both types of contact details.
- The segment would contain the following fields:
 - Phone type [mobile, home, work, other]
 - Phone country code [existing country code]
 - Phone number [same as phone number 1 at present]
 - Phone extension [same as phone ext 1 at present]

The Market Messages that show the existing contact details and/or party contact details segment are tabled below - green highlighted where customer contact segment exists and non-highlighted where only party contact details exist.

All messages below would need to accommodate the new structure.

The New HBL Data Codes would be as follows:

Mobile 001
Home 002
Work 003
Other 004

Inbound		Outbound	
MM	Description	MM	Description
010	Registration Request	101	New Connections Registration Acceptance
011	Cancel Registration Request	101P	New Connection Provisional Acceptance
011A	Cancel Change of Supply Agreement	102	Change of Supplier Registration Acceptance
012	Objection to Change Supplier	102P	Change of Supplier Provisional Acceptance
012W	Withdrawal of Objection to Change Supplier	105	Change of Supplier Confirmation
013	Change of Customer Details	112	Notification of Objection
015	Change of SSAC and or supplier Unit	112W	Withdrawal of Objection
016	Change of Legal Entity	116	COLE Confirmation
017	Meter Point Status Change Request	116A	COLE Confirmation to TSO
021	De-registration Request	116N	COLE Notification to Supplier with pending registration
030	Meter Works Request	140	
208	Replacement Reading	261	Resolution of Problem Damage or Tampering
210	Supplier Provided Reading	303R	Customer Read rejection
252	Request for Special Reading	311	Meter Problems
260	Observation of Problem, Damage or Tampering		

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Classification of Request													
Harmonisation Impacting				X		Harmonisation Baseline Version No.				TBD			
NI Specific		RoI Specific		Operational		Date of Transfer from HWG							
Scope of Request													
Design Documentation	Business Process	Market & MP Systems	Market Gateway (Hub)	MPCC/ EMMA	Schema	Web Forms	Extranet						
X			X	X	X								
Harmonisation Baseline Documents impacted by Request													
Market Messages:	Market Messages - Customer Details, Market Messages - Data Aggregation, Market Messages - Meter Reading, Market Messages - Meter Works/Fieldwork Requests, Market Messages - Objection and Cancellation, Market Messages - Registration												
Data Definitions:	Yes												
Data Codes:	Yes												
RoI MM Guide:	TBD												
NI MM Guide:	NI Market Message Implementation Guide - Common Data Segments, NI Market Message Implementation Guide - Data Aggregation, NI Market Message Implementation Guide - Data Processing, NI Market Message Implementation Guide - Meter Works, NI Market Message Implementation Guide - Customer Data and Agreements, NI Market Message Implementation Guide - Meter Registration												
Harm. Impact (RoI):	TBD												
Comment:	TBD												
Jurisdictional Market Design Baseline Documents impacted by Request													
Market Process Diagrams (MPDs):	TBD												
Guidance Documentation	TBD												
Briefing Documents:	TBD												
User and Technical Documents:	TBD												
Comment:	TBD												

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PART 2 MARKET ASSURANCE:					
Applicability	DSO	Suppliers	TSO	SEMO	Generators
Scope of Test	Business Solution Assessment	Integration Test Assessment	Data Transfer Testing	IPT	Other (specify)

PART 3 RECOMMENDATION							
Recommended by		SIG		IGG		HWG	
ACCEPTANCE (Date)	REJECTION (Date)	NO RECOMMENDATION					
COMMENT							
Reason for Recommendation							