

DR 1133 Working Practice for Grouped Unmetered Debt Flagging							Priority Medium
Harmonisation Status				CLOSED - Jurisdictional Specific		CR Status	Approved
						Status Date	12/06/2013
Date	Version	Reason For Change				Version Status	
05/06/2013	v1.0	Issued to Market				Final	
PART 1 DETAIL OF DISCUSSION REQUEST/MARKET CHANGE REQUEST:							
Requesting Organisation(s)	ESB Networks			Originating Jurisdiction		RoI	
Contact name	Gerry Halligan						
Date Request Raised	23/04/2013			Originating Request -			
Detail of Request							
Reason for Request							
<p>In June 2011 the Commission published a proposed Decision, CER/11/106 - Customer Bad Debt in Electricity & Gas Markets, on the issue of Customer Bad Debt. CER approved the implementation of a debt flagging facility into the Change of Supplier processes for both domestic and small/medium businesses in the electricity and gas markets.</p> <p>The CER further ruled on the key dates for implementation, as follows:</p> <ul style="list-style-type: none"> - Interim Debt Flagging solution for implementation by 1st Oct 2011 - Automated Debt Flagging solution for implementation by 1st Jan 2013 (Please note, this date cannot be achieved as there is no Jan 2013 Market Release.) <p>As stated in the Decision paper, due to the significant amount of system change required to automate a new process and due to the existing commitment regarding the delivery of the Retail Market Harmonisation Project precluding development in 2011, an interim Working Practice was required to meet the October 1st deadline. RMDS, in conjunction with MRSO, has now initiated Working Practice 20 to serve as the interim solution to the approved debt flagging proposal within the Change of Supplier process.</p> <p>The interim solution is already in place. The Automated Debt Flagging Solution is due to be implemented in the October 2013 Market Release. Due to the manual working of Grouped Unmetered MPRNs, it is not possible to include Grouped Unmetered in the Automated Solution. Thus a new Working Practice has been created to allow a manual process to continue for Grouped Unmetered Debt Flagging</p>							
Proposed Solution							
<p>A new Working Practice has been created to allow a manual process to continue for Grouped Unmetered Debt Flagging. The current Working Practice 20 for the interim manual solution has timelines for users that differ to the timelines of the Automated Solution. This Working Practice 20 will therefore be retired at implementation of the Automated Solution and a new Working Practice 23 will begin which will cater for Grouped Unmetered Debt Flagging along the timelines of the Automated Solution i.e. 48 hour for each step in the process.</p> <p>Main changes from WP 20:</p> <ul style="list-style-type: none"> • Introduction of new Email Templates to cater for Objection Rejection, Cancellation, Cancellation Rejection and Cancellation Notifications within the manual Group Unmetered CoS process • Amendment of MM110 Email Template to include a CoLE flag <p>Details are contained in the embedded Working Practice 23.</p>							
Classification of Request							
Harmonisation Impacting				Harmonisation Baseline Version No.			TBD
NI Specific		RoI Specific	X	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						
Harmonisation Baseline Documents impacted by Request							
Market Messages:	No impact						
Data Definitions:	No impact						
Data Codes:	No impact						

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			Medium		
RoI MM Guide:	No impact				
NI MM Guide:	No impact				
Harm. Impact (RoI):	No impact				
Comment:					
Jurisdictional Market Design Baseline Documents impacted by Request					
Market Process Diagrams (MPDs):	No impact				
Guidance Documentation	Working Practices (combined), WP 23 Working Practice for Group Unmetered Debt Flagging, Email Templates for Group Unmetered Debt Flagging				
Briefing Documents:	No impact				
User and Technical Documents:	No impact				
Comment:					
PART 2 MARKET ASSURANCE:					
Applicability	DSO	Suppliers	TSO	SEMO	Generators
		X			
Scope of Test	Business Solution Assessment	Integration Test Assessment	Data Transfer Testing	IPT	Other (specify)
PART 3 RECOMMENDATION					
Recommended by	CDA	IGG	HWG		
ACCEPTANCE (Date)	REJECTION (Date)	NO RECOMMENDATION	COMMENT		
Reason for Recommendation					



ADDITIONAL INFORMATION (ARIS diagrams, tables of values, etc.)

Working Practice 23 v1.0.doc (to view document click on the PIN icon on top rht hand corner of this page)

Email Templates (consolidated)