

MCR		1096	Customer Service Special Needs – expansion of ROI code set to align with NI practice				<i>Priority</i> Medium	
Harmonisation Status		CLOSED - Approved				CR Status	Approved	
						Status Date	23/05/2012	
Date	Version	Reason For Change					Version Status	
28/03/2011	v1.0	Issued to Market.					Final	
04/04/2012	v2.0	Converted to MCR with no changes.					Final	
21/05/2012	v3.0	Changes arising from Post Harmonisation MDU Planning Workshop.					Final	
PART 1 DETAIL OF DISCUSSION REQUEST/MARKET CHANGE REQUEST:								
Requesting Organisation(s)	ESB Electric Ireland				Originating Jurisdiction	RoI		
Contact name	Bernadette Jennings							
Date Request Raised	22/07/2011			Originating Request	DR 1096			
Detail of Request								
Reason for Request								
<p>In ROI, the CustomerServiceDetailsCode is used in MMs 010, 013, 016, 017, 101, 105. It has 8 associated values, all but one will be used in both jurisdictions. This request is to have value 0008 "Dexterity Impaired" available for use in ROI. NIE currently has the full set of 8 codes including dexterity impaired.</p> <p>The existing 7 codes for ROI are: Visually Impaired - 0001 Speech Impaired - 0002 Hearing Impaired - 0003 Mobility Impaired - 0004 Language Difficulty - 0005 Elderly and FEA Transfer - 0006 Learning Difficulty - 0007</p> <p>The new code to be added will be Dexterity Impaired - 0008</p>								
Proposed Solution								
0008 Dexterity Impaired - Add new value "0008 Dexterity Impaired" for CustomerServiceDetailsCode for use in ROI only. Webforms for ROI will have to be changed to accommodate the new value in the dropdown on 4 Messages viz 010, 013, 016, 017								
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:	No impact							
Data Definitions:	No impact							
Data Codes:	Yes							
RoI MM Guide:	Customer and Data Agreements, Meter Registration, Meter works							
NI MM Guide:	No impact							
Harm. Impact (RoI):	Yes							
Comment:	HBL impacted but new CCSN Code for use in ROI only as already part of CCSN codes in NI							
Jurisdictional Market Design Baseline Documents impacted by Request								
Market Process Diagrams (MPDs):	TBD							
Guidance Documentation	TBD							

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Briefing Documents:	TBD		
User and Technical Documents:	TBD		
Comment:	TBD		

PART 2 MARKET ASSURANCE:					
Applicability	DSO	Suppliers	TSO	SEMO	Generators
	X	X			
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						