

Market Change Request

Number		Title	Priority
MCR	0152	Vulnerable Customers – Phase 3	HIGH

Date	Version	Reason For Change
20 th June 2007	0.1	First draft of phase 3 of Vulnerable Customer
6 th May 2008	1.0	The version number has been updated. There is no change to the document.

PART 1 CHANGE REQUEST:

Name of Requesting Organisation	ESB Networks / RMDS		
Contact name	Oonagh Delaney		
Date Change Request Raised	20 th June 2007	Originating Discussion Request	
		DR	0103

Detail of Change Request

Purpose

This Change Request has been raised to discuss the required changes to support the third phase of provision of services to Vulnerable Customers.

Note that MCR0141 was previously raised to implement phase 1 and MCR 0147 was raised to implement phase 2.

Background

CER made a decision to provide certain services to vulnerable customers (See link to decision below).

<http://www.cer.ie/CERDocs/cer05248.pdf>

It has been agreed with the Commission to implement the decision in 3 phases:

- *Phase 1 – Changes made to back-end systems with no schema change – Planned Delivery June 2007 – MCR0141 implemented.*
- *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**

In the existing market design, the Customer Service Special Needs (CSSN) and Medical Equipment Special Needs (MESN) segments appear on the following messages:

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

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. A new “**Customer Attribute**” segment will be added to the schema for these messages at phase 3.

Phase 3 – Remaining Schema Changes – Planned Delivery June 2008

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

Additional Information

- Market participants will need to be able to store 10 different special need codes. Many of these were originally termed customer service and medical equipment special needs. Each special need is given a codified value as well as text description. The codes and descriptions are in the table below. The market participant must send through a codified value and not text value for customer service / medical equipment special needs.

Value	Description
0001	Visually Impaired
0002	Speech Impaired
0003	Hearing Impaired
0004	Elderly
0005	Language Difficulty
0006	Learning Difficulty
0007	Mobility Impaired
0008	Life Support
0009	Non-Life Support
0010	Medical Institution

- Inbound Messages, 013, 016, 017, 010 will have a new segment structure to handle customer/medical special need codes. Market participant systems must be able to accommodate this new segment structure and codes.
- Outbound Messages, 114, 116, 101, 105 will have a new segment for customer/medical special needs. Market participant systems must be able to handle this new segment structure and codes.
- Validation exists on 013, 016, and 017 to reject the message if the customer attribute is not appropriate for the business partner type.
- All rejection due to vulnerable customer validation will be sent via the rejection code VUL.
- When a supplier sends in changes (additions or deletions) to the Customer Attributes field on the 013 market message, they have to fill out the code and the action field for each attribute to be changed. The action determines what needs to be done with the code that was sent.
- When sending in customer/medical special needs on a 016, no action is necessary, since this is a new customer. If an existing customer moves to a new MPRN, all associated customer attributes must be sent if they are to be maintained on the networks system.
- In the case of a 010 – the supplier should always resend the customer/medical special needs that they wish to associate with the customer. Attributes supplied by previous suppliers will not be maintained. The onus is on the supplier to send the latest set of customer/medical special needs in the registration message.

Other Phase 3 changes:

- 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 Change Request

CER Decision

Scope of Change Request

Correction to Documentation	Business Process	Market & MP Systems	MPCC	Readings Processor	Market Gateway	Schema	Web Forms
X		X				X	X

Identification of Baseline Products Impacted

1.

Description of Trading & Settlement Code Impact (if any)

PART 2 MARKET ASSURANCE:

Applicability

ESB Networks	Suppliers	TSO	SMO	Generators
X	X			
Scope of Test				
Connectivity	DTT	MSA	IPT	Other
			X	ESB Networks ITA
			No. Of Scenarios	

Date of issue of Change Request	
Date response is required	

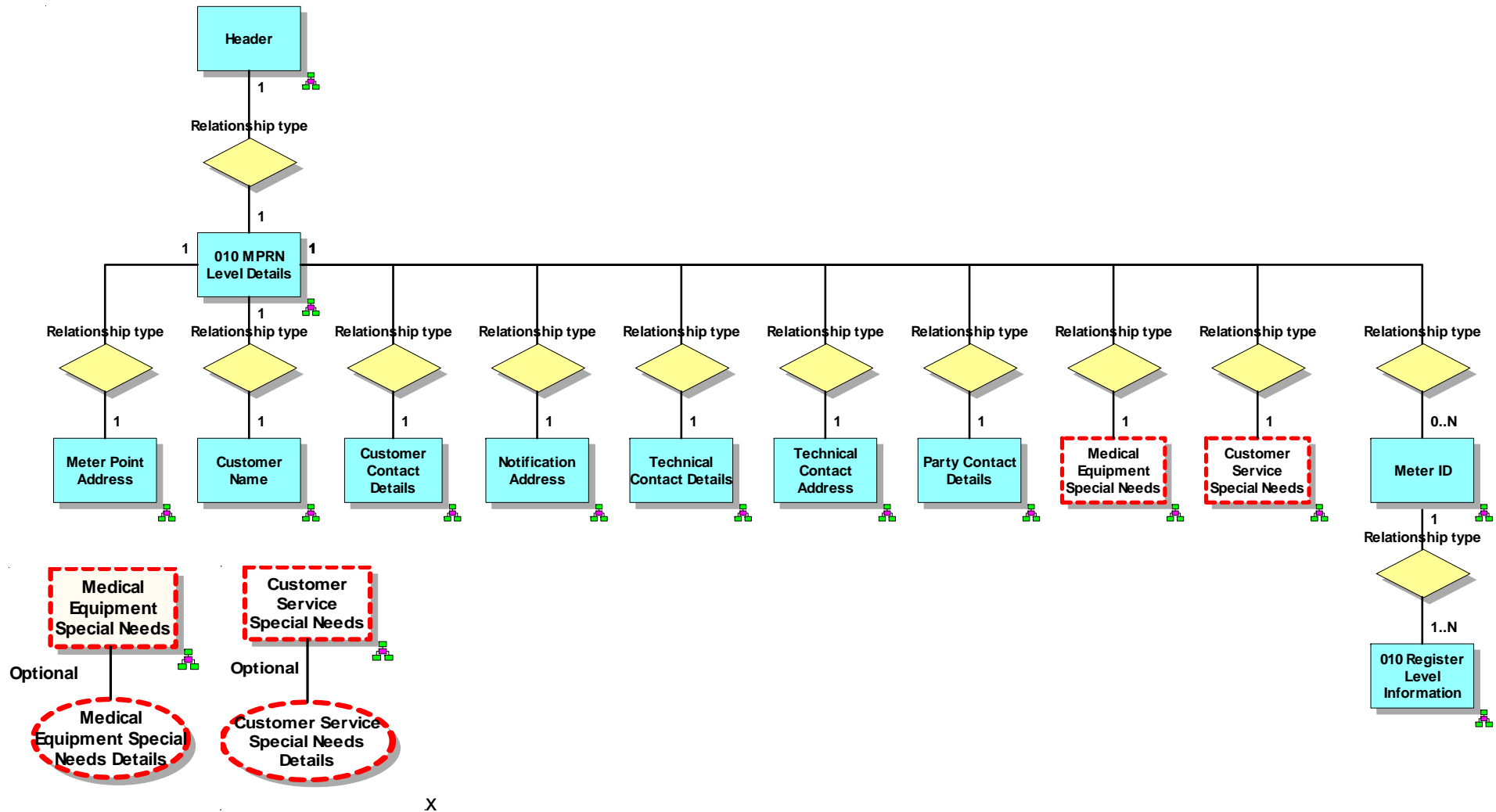
PART 3 RESPONSES AND MODIFICATIONS:
Collation of Impact Assessment (from Form C)
<i>Not Applicable</i>
Modifications Included
<i>Not Applicable</i>
Reason for Modifications
<i>Not Applicable</i>

PART 4 ASSESSMENT & RECOMMENDATION:
Part 4(a) ASSESSMENT
Summary of Impact Assessment
Recommendation on Implementation Plan

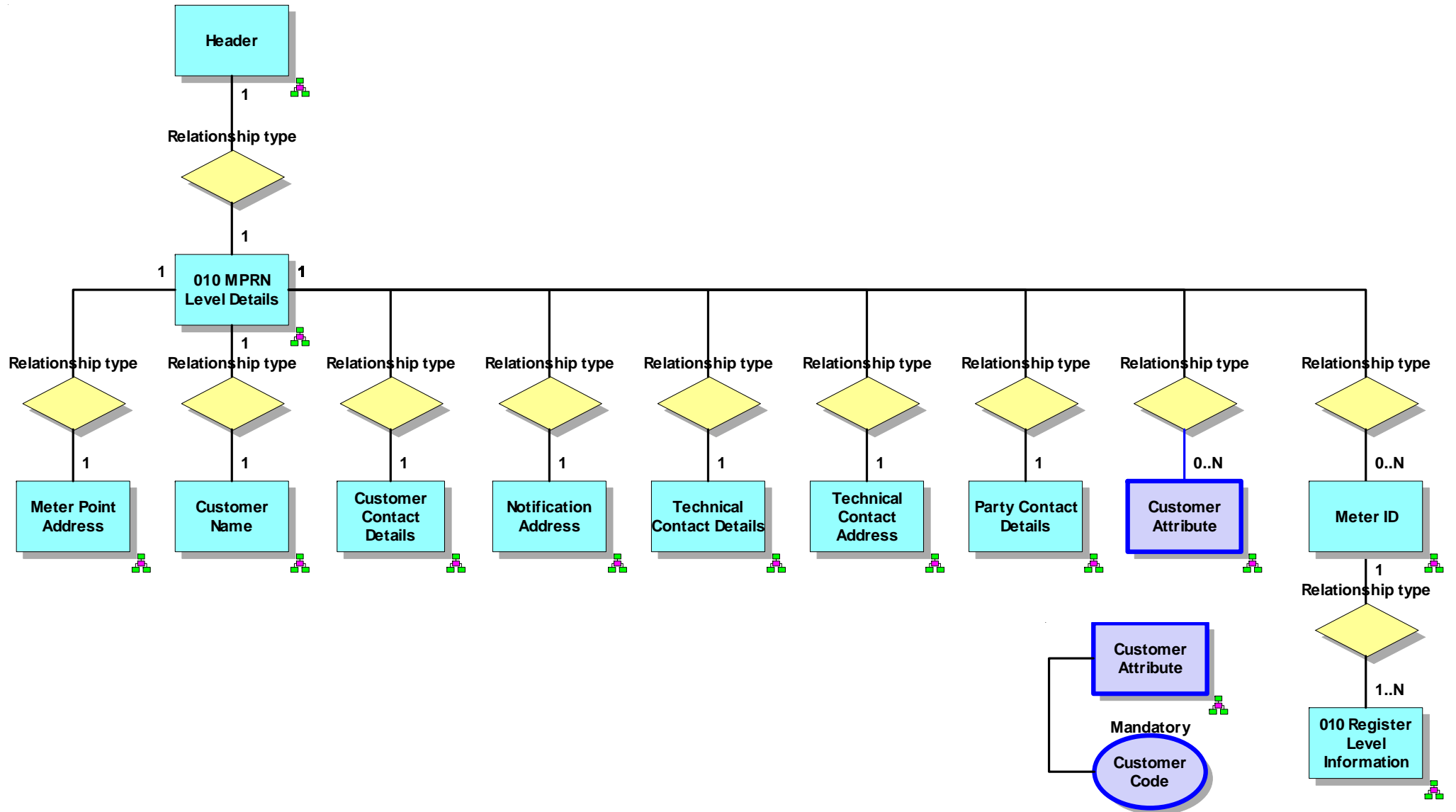
Part 4(b) RECOMMENDATION			
ACCEPTANCE	REJECTION	NO RECOMMENDATION	COMMENT
Reason for Recommendation			

Date of Recommendation

Current Message Structure *010 Registration Request* (the segments in white with a dashed border are to be removed from the message)

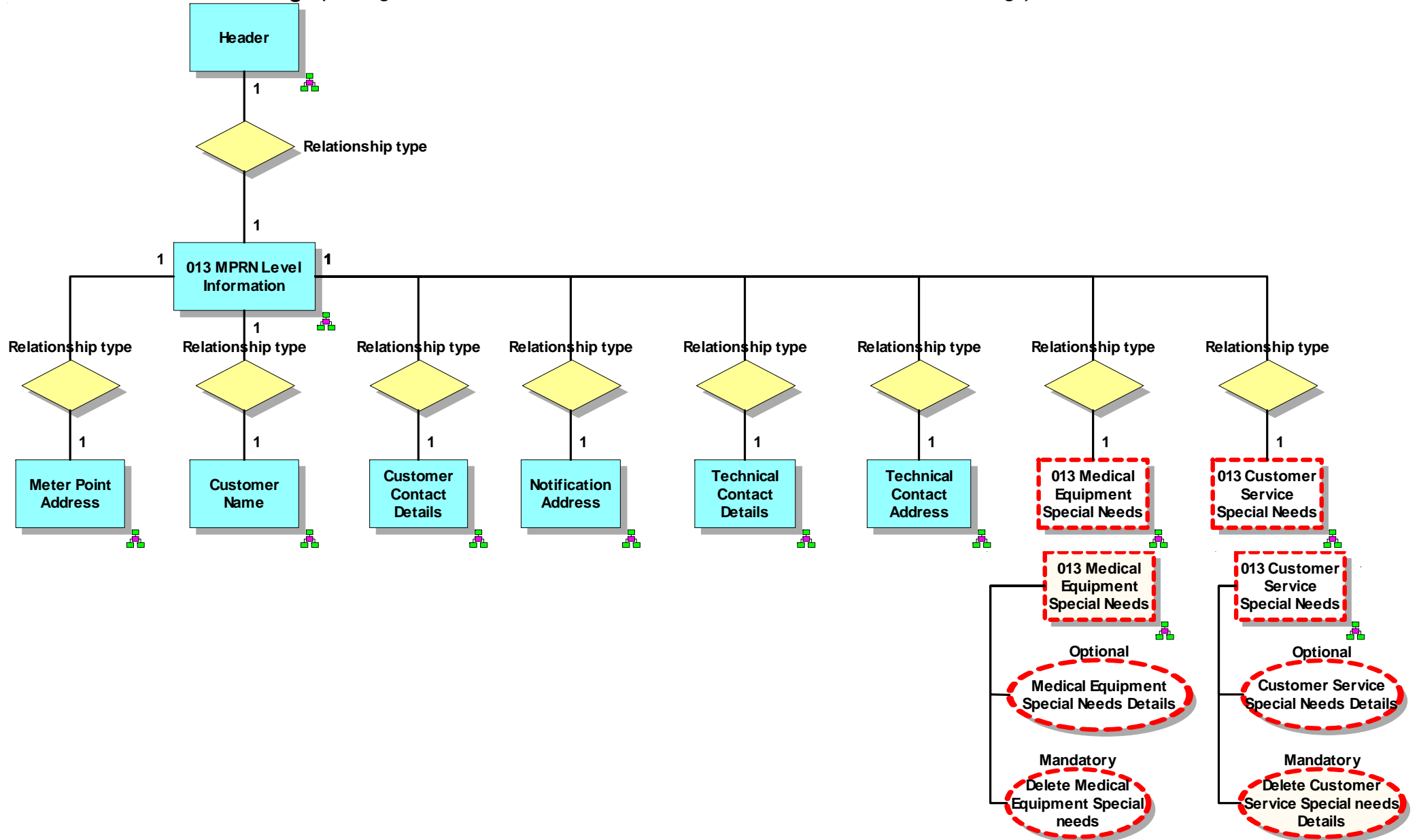


Proposed New structure for the 010 Registration Request Message (the segments in blue with a blue border are to be added to the message)

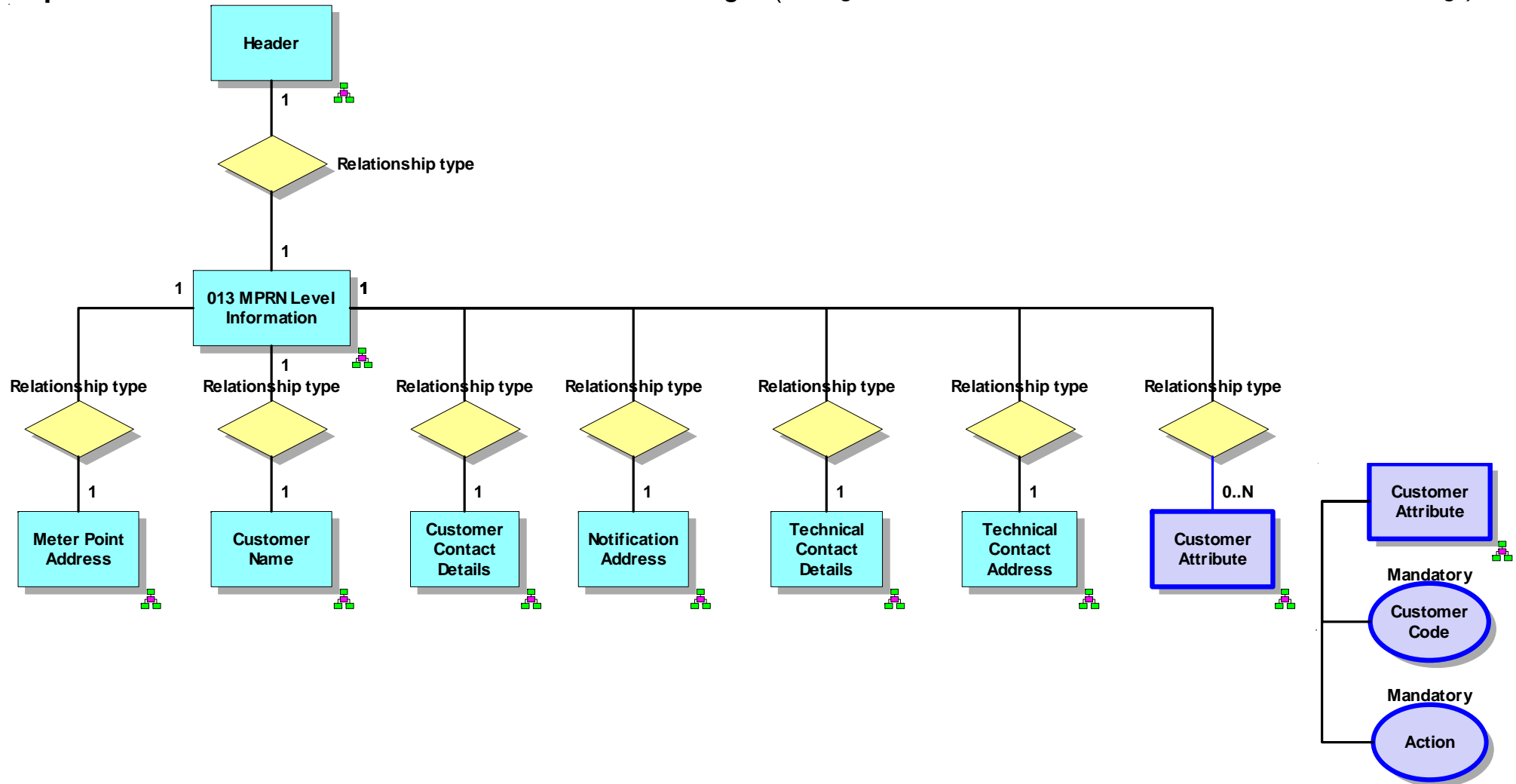


Attributes	
Name	Customer Code
Valid Code	0001 Visually Impaired 0002 Speech Impaired 0003 Hearing Impaired 0004 Elderly 0005 Language Difficulty 0006 Learning Difficulty 0007 Mobility Impaired 0008 Life Support 0009 Non-Life Support 0010 Medical Institution
Business Data Definition	A code indicating the type of Medical Equipment or Customer Service special needs that a customer has. Data must be provided on this segment when Suppliers are notifying a change of Legal Entity and the customer moving in has Medical or Customer Service Special Need. A customer may have a number of special needs.
Attributes	
Name	Action
Valid Code	C – Change Customer Attribute D – Delete Customer Attribute
Business Data Definition	This code indicates whether data on this field is to be created or deleted. <u>To Create a new attribute</u> Action Field = C, with relevant code in Customer Attribute. <u>To Delete an existing attribute</u> Action Field = D, with relevant code in Customer Attribute indicating that the code is to be deleted.

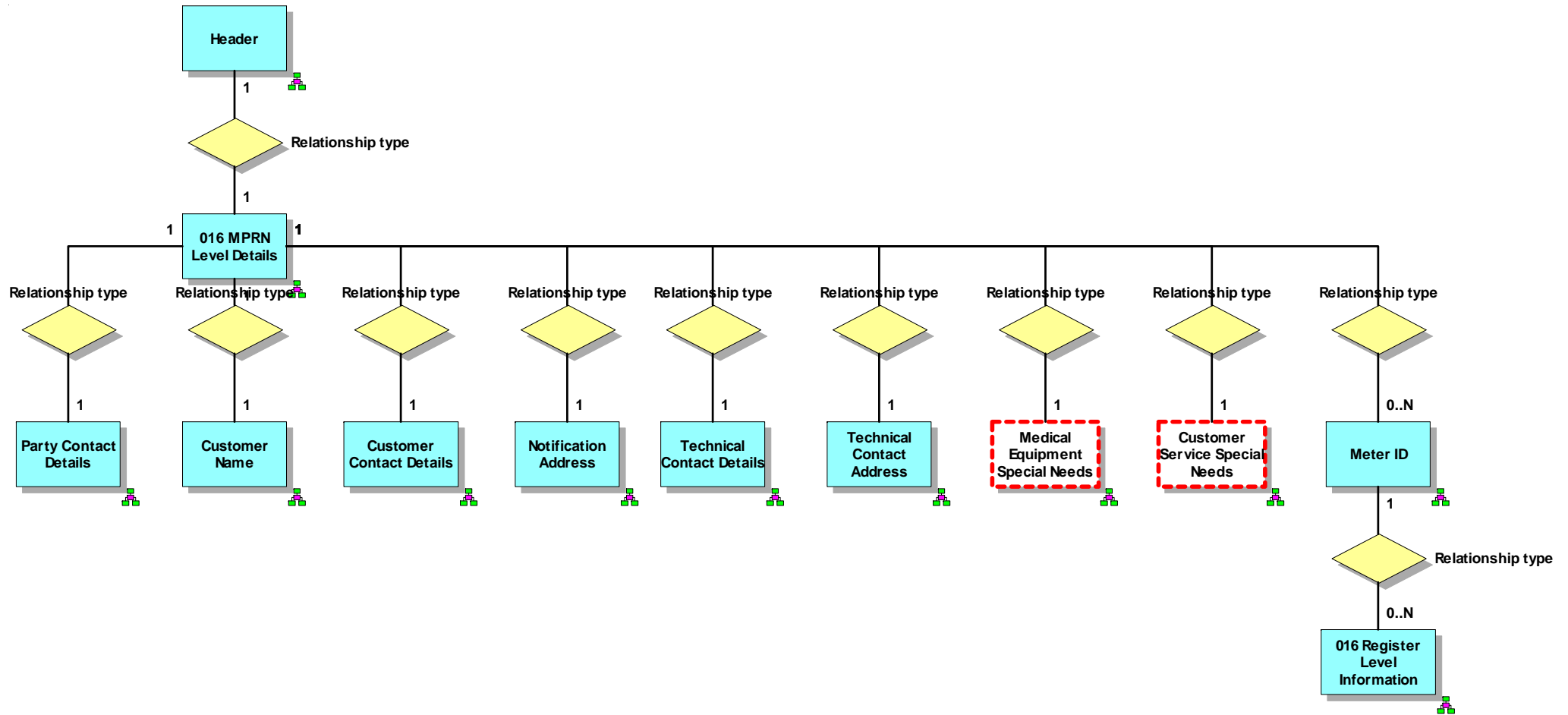
013 Customer Details Change (the segments in white with a dashed border are to be removed from the message)



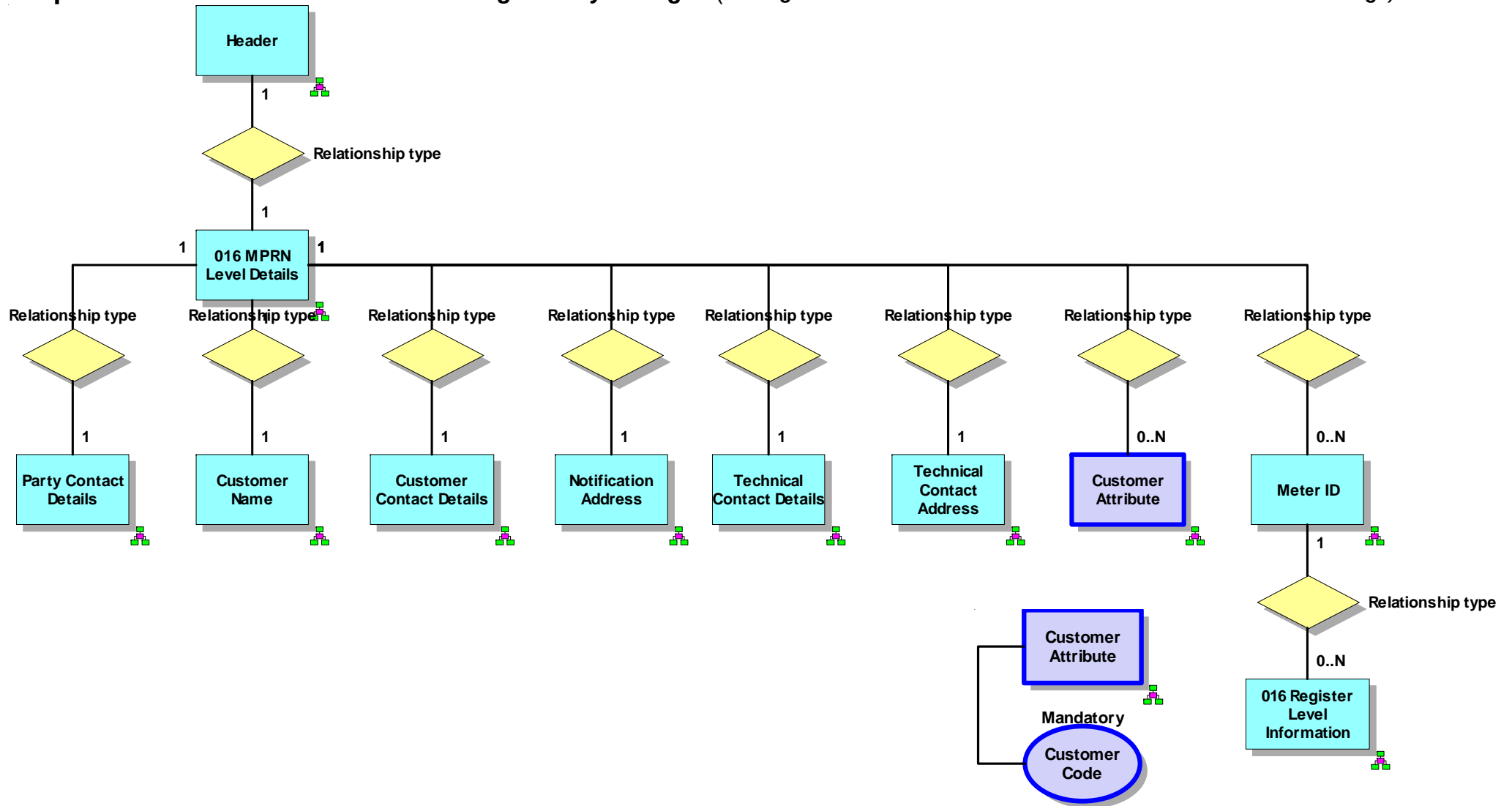
Proposed New structure for the 013 Customer Detail Changes (the segments in blue with a blue border are to be added to the message)



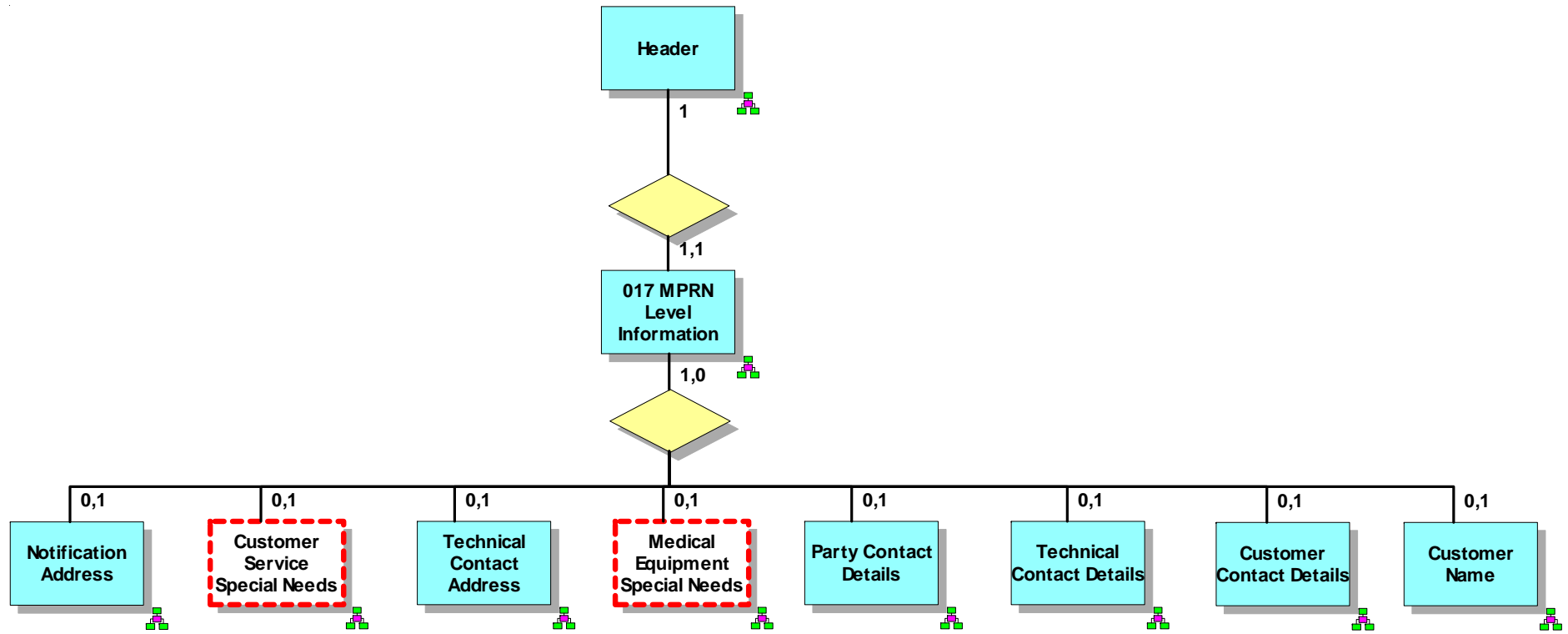
016 Legal Entity Change (the segments in white with a dashed border are to be removed from the message)



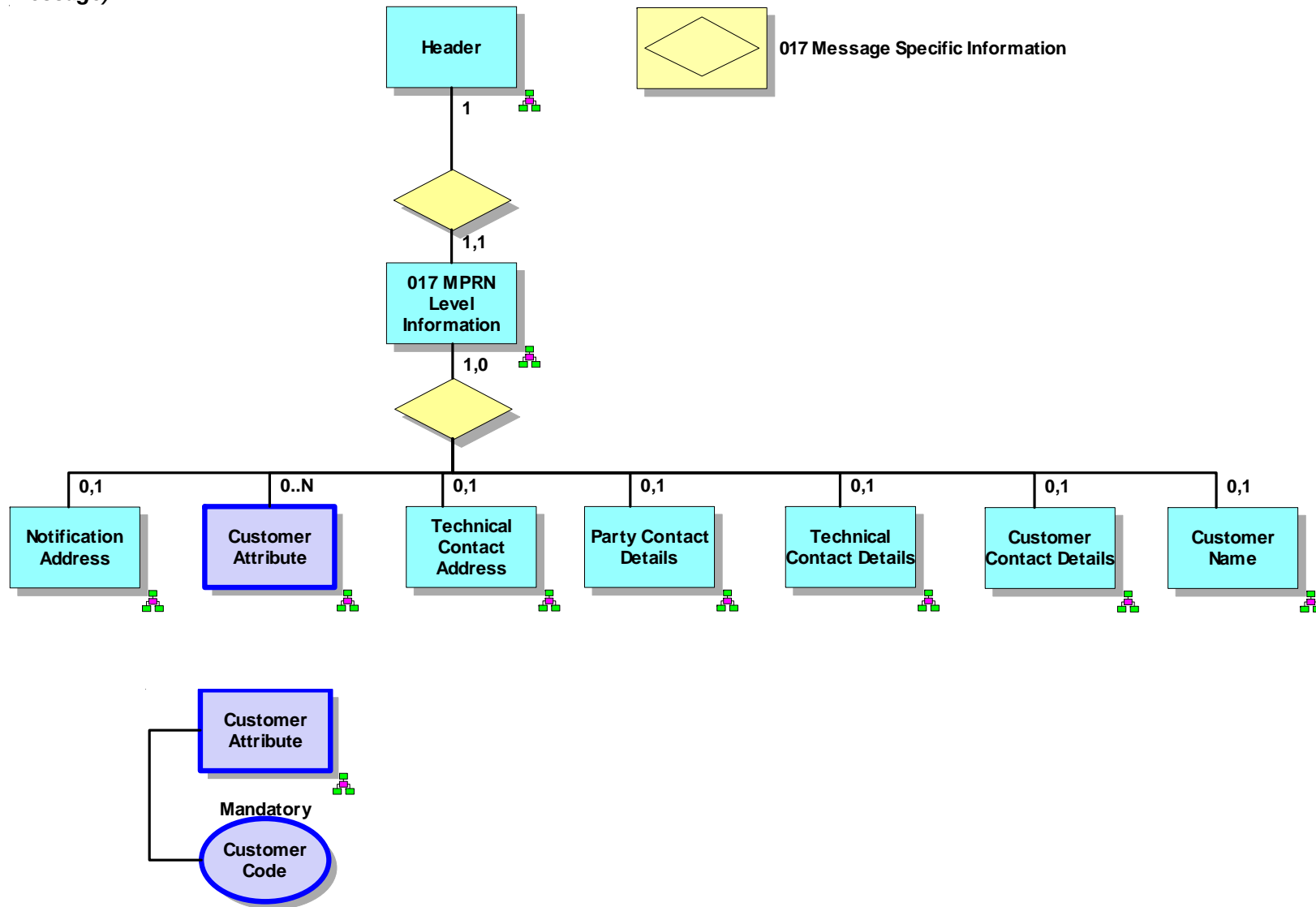
Proposed New structure for the 016 Legal Entity Changes (the segments in blue with a blue border are to be added to the message)



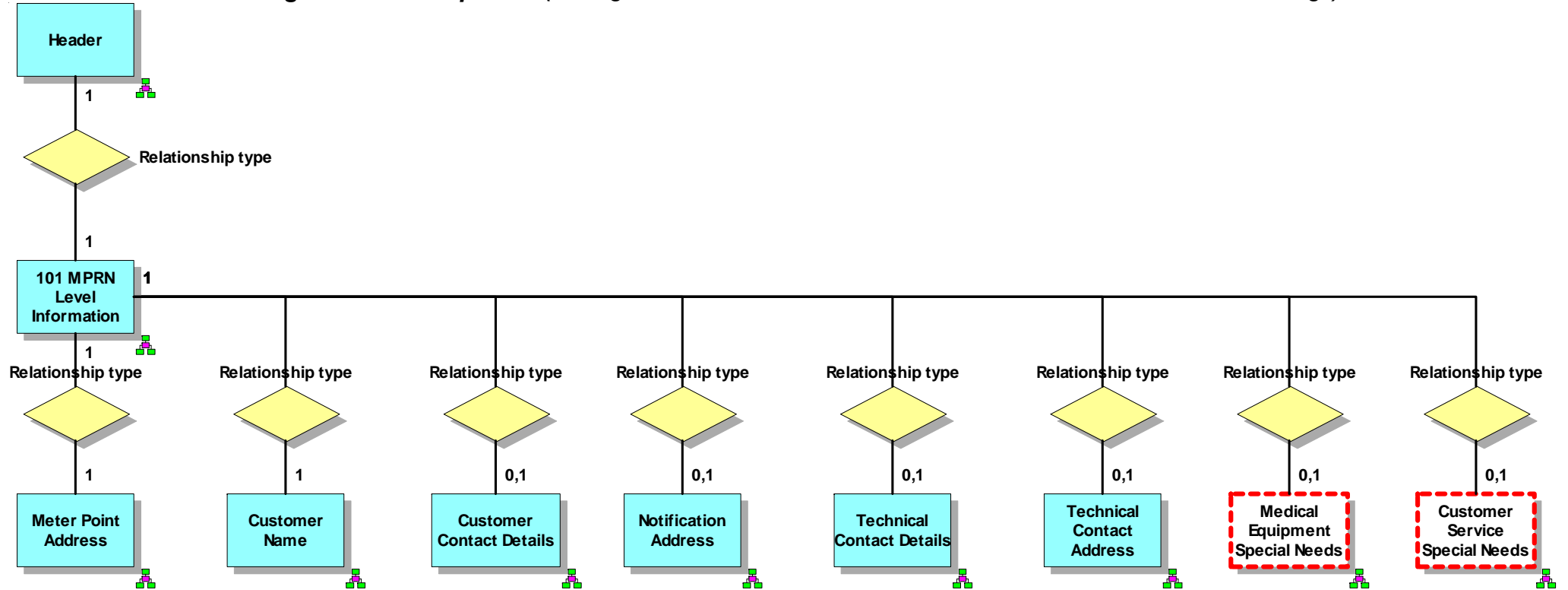
017 Meter Point Status Change Request (the segments in white with a dashed border are to be removed from the message)



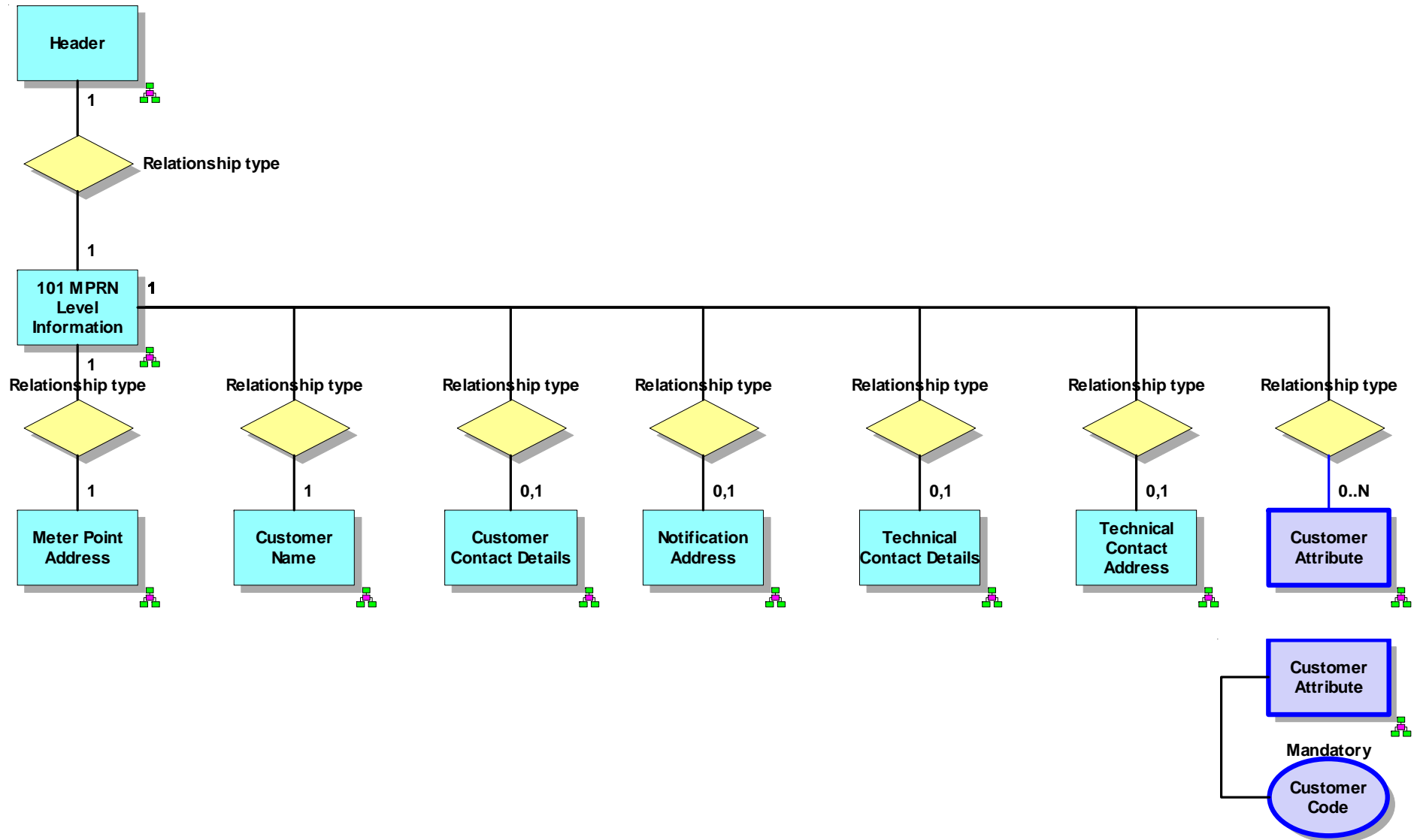
Proposed New structure for the 017 Meter Point Status Change Request (the segments in blue with a blue border are to be added to the message)



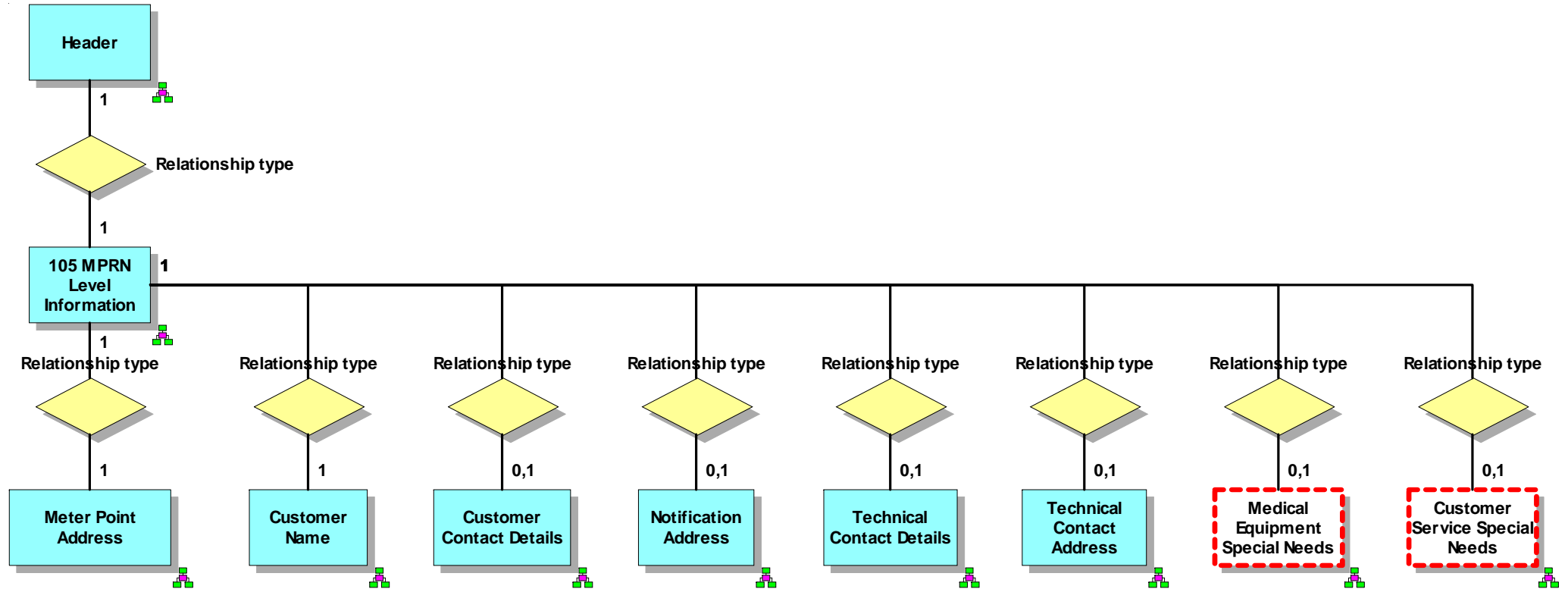
101 New Connection Registration Acceptance (the segments in white with a dashed border are to be removed from the message)



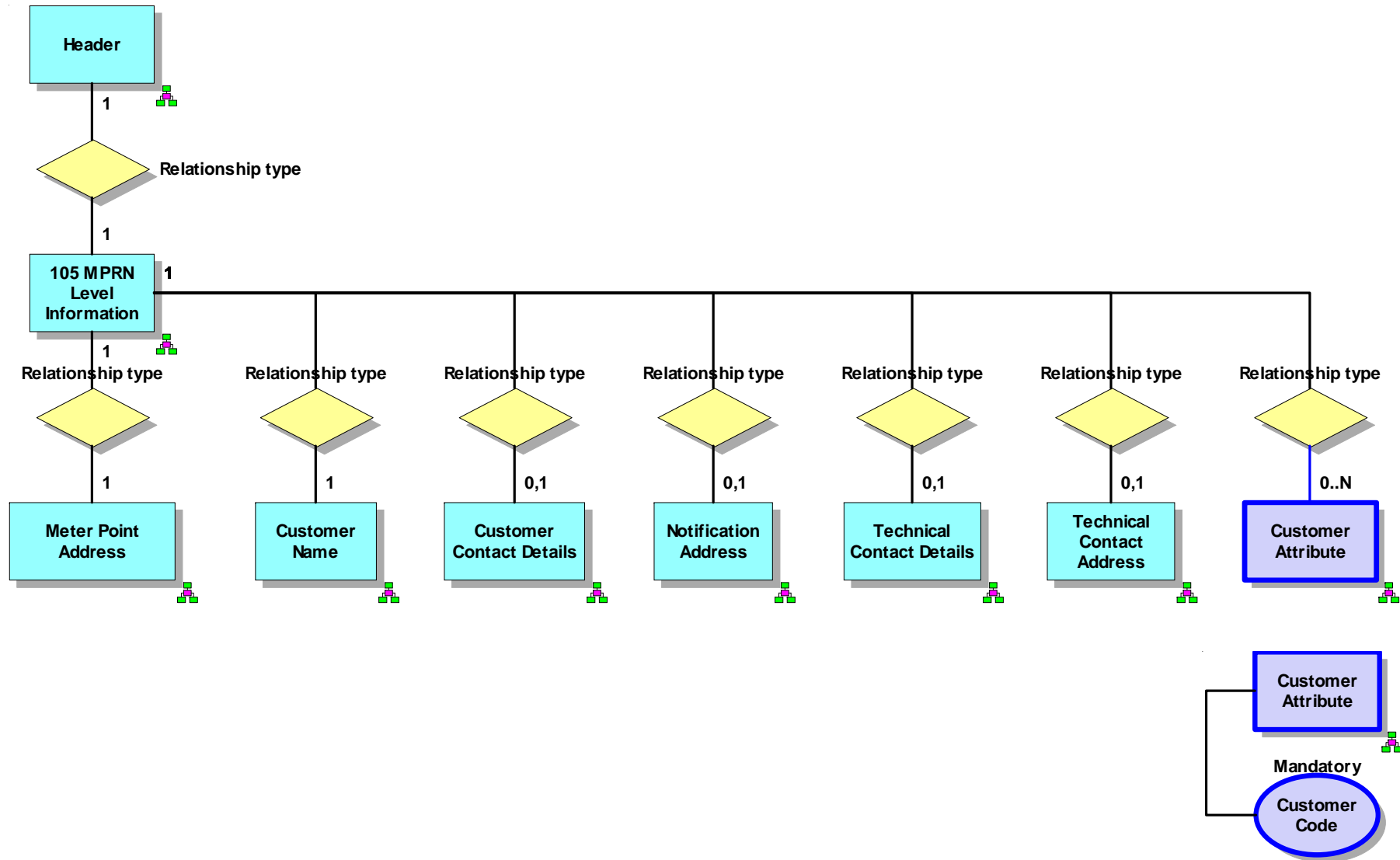
Proposed New structure for the 101 New Connection Registration Acceptance (the segments in blue with a blue border are to be added to the message)



105 Change of Supplier Confirmation (the segments in white with a dashed border are to be removed from the message)

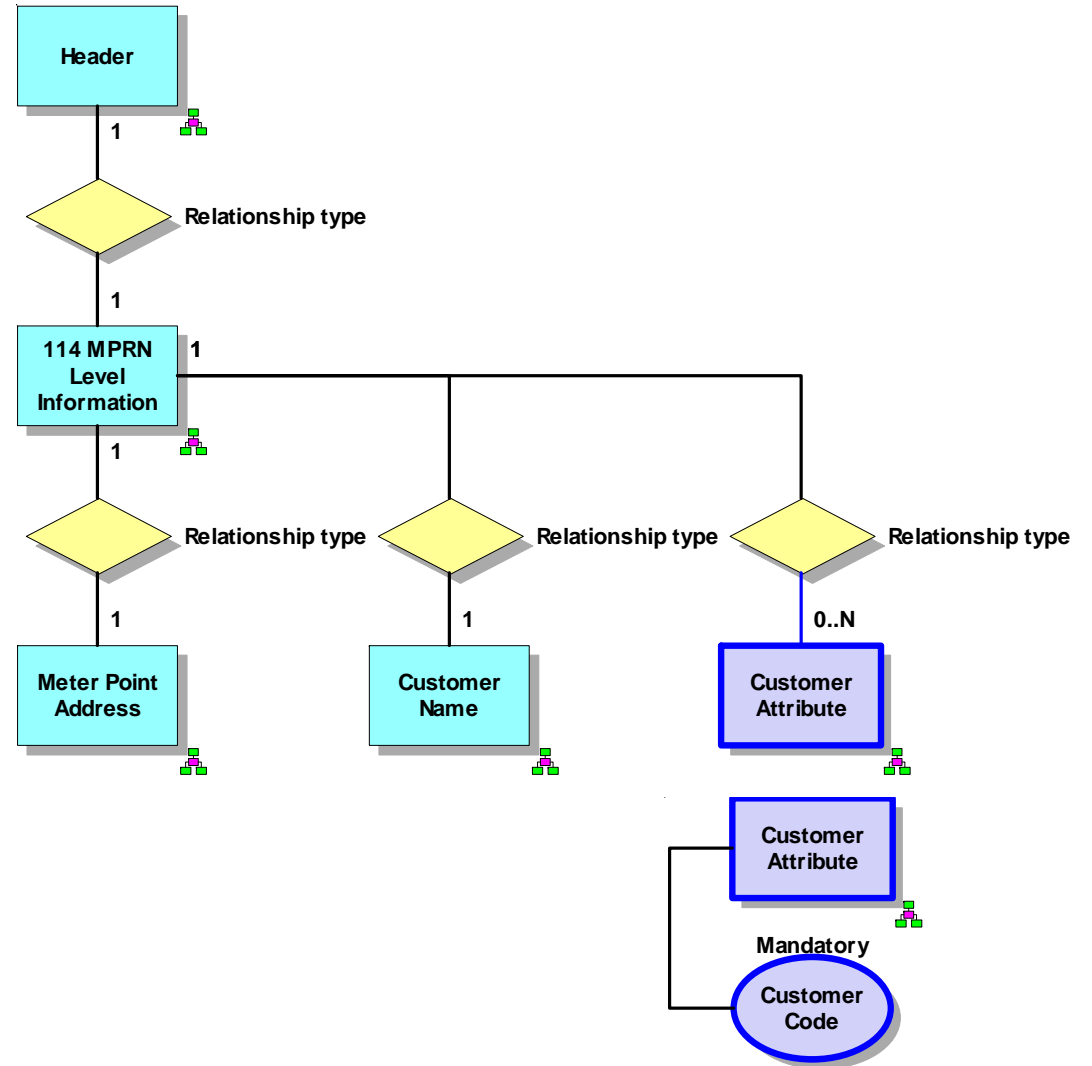
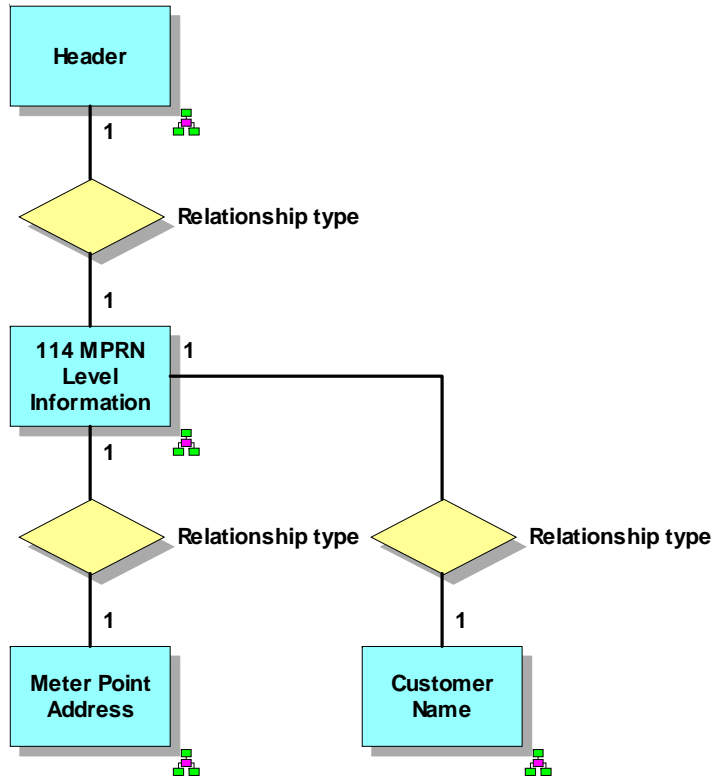


Proposed New structure for the 105 Change of Supplier Confirmation (the segments in blue with a blue border are to be added to the message)

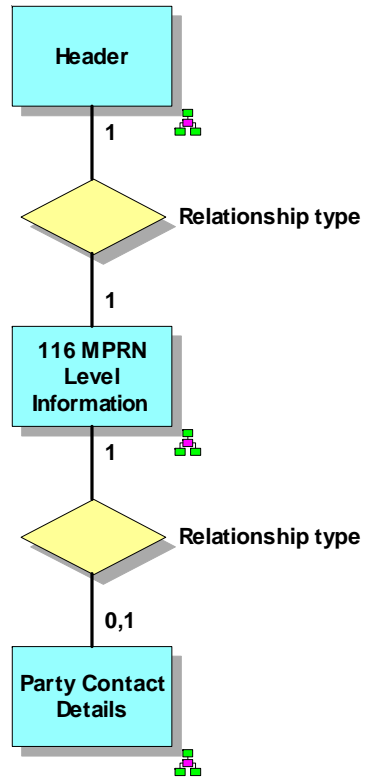


114 Change of Customer Details Confirmation

Proposed New structure for the 114 Change of Customer Details Confirmation



116 Change of Legal Entity Confirmation



Proposed New structure 116 Change of Legal Entity Confirmation

