

Market Change Request

Number		Title	Priority
MCR	0147	Vulnerable Customers – Phase 2	<i>HIGH</i>

Date	Version	Reason For Change
31 st May 2007	1.1	First issued version

PART 1 CHANGE REQUEST:

Name of Requesting Organisation	ESB Networks / RMDS		
Contact name	Oonagh Delaney		
Date Change Request Raised	<i>22nd May 2007</i>	Originating Discussion Request	
		DR	0103

Detail of Change Request

Purpose

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

Note that MCR0141 was previously raised to implement phase 1.

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

This MCR covers the implementation of phase 2: addition of Mobility Impaired code value to the valid set of values for the Customer Service Special Needs (CSSN) code.

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

Addition of 'VUL' reject reason code to the schema, there will be no change to processing for market messages from existing reject reason code 'IA' to new reject reason code 'VUL' until phase 3

Reason for Change Request

CER Decision

Scope of Change Request

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

Identification of Baseline Products Impacted

1. 010 message
2. 013 message
3. 016 message
4. 017 message
5. 101 message
6. 105 message

Description of Trading & Settlement Code Impact (if any)

PART 2 MARKET ASSURANCE:

Applicability

ESB Networks	Suppliers	TSO	SMO SSA	Generators
X	X			

Scope of Test

Connectivity	DTT	MSA	IPT	Other
				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			

