

<b>Discussion Request 1152</b>			<b>Change to MG NI 22 - Customer Data Requests- 1/2 Hourly Customer Data requests.</b>		
<b>Status</b>	Approved	<b>Priority</b>	High	<b>Status Date</b>	10/09/2014

Date	Version	Reason for Change	Version Status
03/09/2014	1.0	Issued to Market	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST			
<b>Requesting Organisation(s)</b>	Power NI	<b>Originating Jurisdiction</b>	NI
<b>Request Originator Name</b>	Graeme Hunter		
<b>Date Raised</b>	27/08/2014		

Classification of Request			
<b>Jurisdictional Applicability</b>	NI	<b>Jurisdictional Implementation</b>	NI Specific
<b>If jurisdictional implementation is for one jurisdiction only – is the other jurisdiction required to effect any changes?</b>	N/A	<b>Co-Ordinated Baseline Version No.</b>	TBC
<b>Change Type</b>	Non-Schema Impacting		

Detail of Request
Reason for Request
<p><b>Background</b></p> <p>Extract from MG NI 22 - Customer Data Requests, Page 4 Clause 2.1.2                      "One non-chargeable request may be made for a Meter Point in a calendar year. This limit is independent whether the request is from a Customer or a Supplier. The customer will be notified in advance, by e-mail, if a charge is to be applied. If the request is not withdrawn the charge will be applied to the Registered Supplier."</p> <p>Power NI have contacted customers where there was a charge levied against Power NI for the data. We were informed that NIE had told the customer of the charge via email however this confirmation could not be shared with Power NI. Power NI are therefore left with a charge relating to an activity (which could be up to 3 months ago) incurred following a conversation we are not aware of.</p>

Proposed Solution
<p>A change should be made to MG NI 22 - Customer Data Requests to state that the Registered Supplier should be copied into e-mail or letter correspondence between NIE and the Customer where a data request has been requested.</p>

**Scope of Change**

Jurisdiction	Design Documentation	Business Process	DSO Backend System Change	MP Backend System Change	Tibco	Supplier EMMA	Schema	Webforms	Extranet/NI Market Website
<b>ROI</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NI</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Co-Ordinated Baseline Market Design Documents Impacted by Request**

**Market Messages**

Message No.	Message Name	CoBL	ROI	NI
<b>No Impact</b>	No Impact	No Impact	No Impact	No Impact

**Data Definitions**

*No Impact*

**Data Codes**

*No Impact*

**Market Message Implementation Guides**

ROI	Yes/No	NI	Yes/No
	N/A	No Impact	Yes

**Comments**

**ROI - Market Process Diagrams – MPDs**

Market Process Diagram Number	Market Process Diagram Description	Affected
None	None	None

**NI - Market Procedures**

Market Process Number	Market Procedure	Affected
MG NI 22	MG NI 22 - Customer Data Requests	Yes

**ROI Guidance Documentation**

Document	Version	Affected
No impact		No Impact

**ROI Briefing Documents**

Document/Paper	Version	Affected
No impact		No Impact

User and Technical Documents			
Reference	Name	Version	Affected
No impact			No Impact

Part 2 - Performance and Data Changes	
Market Messages volume, processing etc.	
Data	
Details of Data changes e.g. cleansing	

Part 3 - ReMCoSG / CER Approval		
Approved by	ReMCoSG	CER
Comments		