

## **MARKET PROCESS DESIGN**

**MPD 24 - Market Process for Change to Customer Details**

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# 1. Introduction

## 1.1 Scope

This process describes the procedure for a change to the details of the customer at the meter point and Single Point Unmetered.

The supplier should inform DSO of the following changes to customer details

- Customer name
- Customer Contact Details and Notification address
- Technical Contact Details and Address
- Special Customer Needs
- Access instructions
- Economic Activity Indicator
- Change of Usage Type (potential impact on DUoS Group)
- Meter Point Address

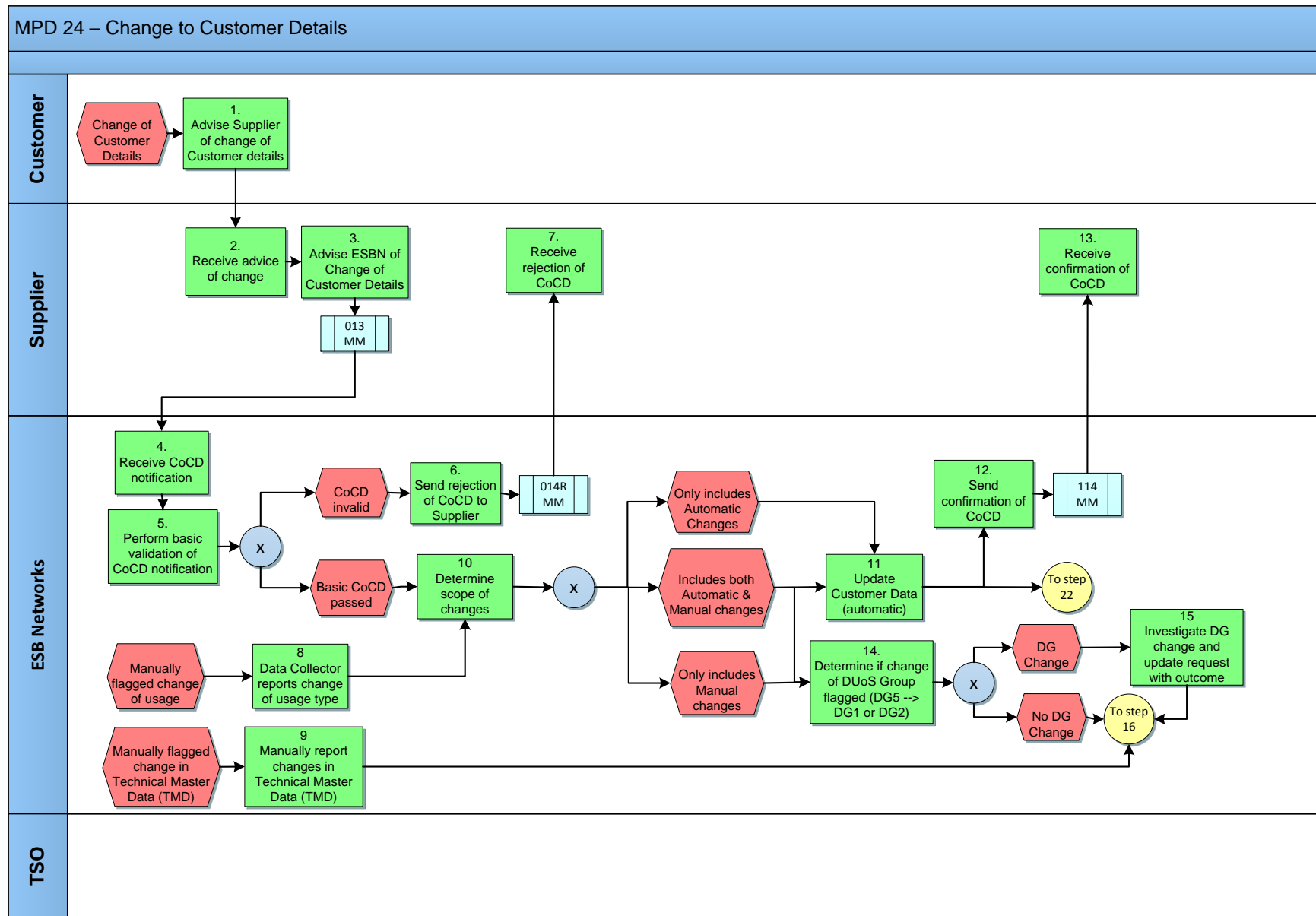
## 1.2 History of Changes

This Procedure includes the following changes:

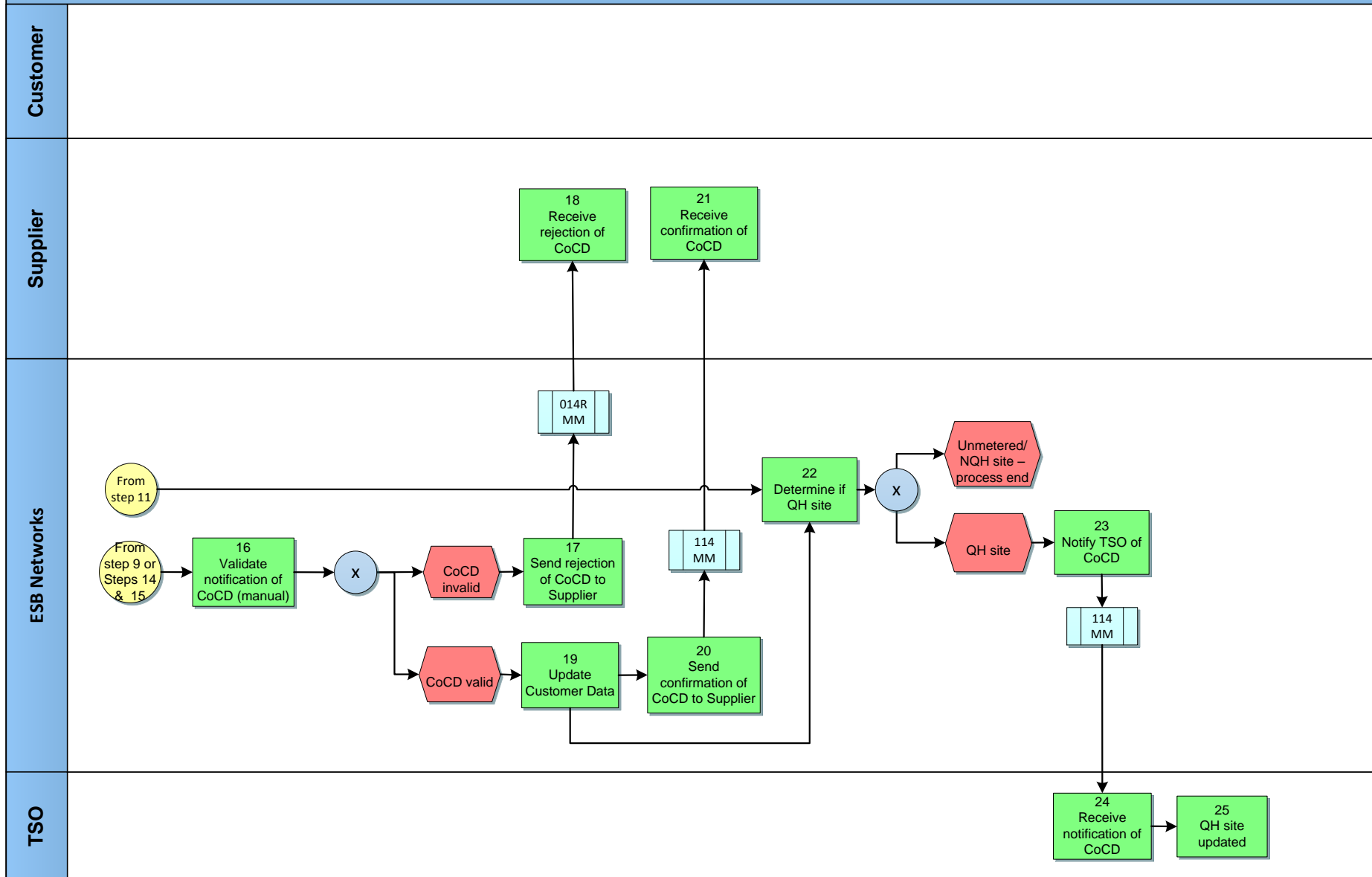
| Version in which last change Implemented | Source of Change        | Description of Change  |
|--|-------------------------|--|
| Draft                                    |                         | All changes to customer details will only be accepted from the registered supplier. Therefore flow 113 is no longer sent to suppliers.   |
|  |                         | <i>Further Changes since version 3.1</i>   |
| Draft                                    | MIG 15/10/03            | Change of Usage Type to be used rather than Customer Usage on MPD.   |
| Draft                                    | Proposed Modification 1 | Process Map has been updated to clarify the flows required at the end of the process.  |
| Version 4.2                              | MCR 0029                | Update of Market Process Documentation to reflect single point unmetered design  |
| Version 4.3                              | MCR 0046                | ESB National Grid Requirements communicating changes to Customer Details   |
| Version 8.0                              | MCR 0126                | Updated description of step: "Receive and validate notification of CoCD" with following text, as proposed by MCR 0126:<br>"If a Change of Customer Details request includes a request to change the usage type of a site from Commercial to Residential ESB Networks will validate that the site has a Maximum Import Capacity |

| Version in which last change Implemented | Source of Change  | Description of Change   |
|--|---|---|
|  |   | (MIC) of less than 30kVA. If the MIC is equal to or greater than 30kVA the requested change of usage will be deemed invalid and rejected using Market Message 014R (Rejection Code ICU)."   |
| Version 8.0                              | RMDS QA   | MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.  |
| Version 8.0a                             | Non-Conformance (AIQ-1391: Triggering of 114 message(s) for Change of Customer Details) | A supplier query was raised regarding the issuance of 114 / 014R messages by this process. Investigation revealed that the MPD had been incorrectly documented. The MPD has been revised to more accurately explain the circumstances by which 114 and 014R messages are generated. Simply put it is possible for a single 013 message to result in 2 x 114 or 1 x 114 and 1 x 014R messages. The previous version of the process did not correctly show this. See also notes on MPD 24 for additional details. |
| Version 10.3                             | MCR 1145 – Conversion of MPDs from ARIS to document format.                             | ARIS Process flow converted to Visio format and Step Table included.  |
| Version 10.4                             | Non-Conformance identified by Smart Metering review                                     | Step 10. Change of use now reads "(Duos change from DG1 & DG2 to DG5)"  |

## 2. Process Map



MPD 24 – Change of Customer Details



## 2.1 Process Description

| Process Step |  | Role     | Process Step Description   | Interface |
|--------------|--|----------|--|-----------|
| 1            | Advise Supplier of change of customer details    | Customer | Customer advises their Supplier of Change of Customer Details ( CoCD) for a meter point  |           |
| 2            | Receive advice of change                         | Supplier | Supplier receives details of change from the customer  |           |
| 3            | Advise ESNB of change of customer details        | Supplier | Suppliers sends a market message to ESNB advising them of the change of customer details   | 013 MM    |
| 4            | Receive CoCD notification                        | ESBN     | ESBN receive notification of change of customer details from the registered Supplier at the meter point  |           |
| 5            | Perform basic validation of CoCD notification    | ESBN     | <p>ESBN will perform basic validation of CoCD notification:</p> <ul style="list-style-type: none"> <li>- Valid MPRN</li> <li>- Supplier registered to the MPRN</li> <li>- Valid / Complete data (e.g "Country" field included)</li> <li>-</li> </ul> <p>If a Change of Customer Details request includes a request to change the usage type of a site from Commercial to Residential, ESB Networks will validate that the site has a Maximum Import Capacity (MIC) of less than 30kVA. If the MIC is equal to or greater than 30kVA the requested change of usage will be deemed invalid and rejected using Market Message 014R (Rejection Code ICU)</p> <ul style="list-style-type: none"> <li>• If the CoCD is found invalid - <b>next step 6</b></li> <li>• If the CoCD passes the validation - <b>next step 8</b></li> </ul> |           |
| 6            | Send rejection of CoCD to Supplier               | ESBN     | Where the notification of CoCD is found to be invalid a rejection message is sent to the Supplier  | 014R MM   |
| 7            | Receive rejection of CoCD                        | Supplier | The Supplier receives the rejection message  |           |
| 8            | Data Collector reports change of usage type      | ESBN     | Data Collector will report an observed change of usage type - <b>next step 10</b>  |           |
| 9            | Manually report changes in Technical Master Data | ESBN     | Where a change in Technical Master Data is observed it is manually reported - <b>next step 16</b>  |           |
| 10           | Determine scope of                               | ESBN     | If the notification is valid, ESNB will determine if changes are required for DUoS Group,  |           |

| Process Step |  | Role     | Process Step Description   | Interface |
|--------------|--|----------|--|-----------|
|              | changes  |          | <p>Customer Details or Meter Point Address. Change to customer details may also be generated from within ESBN e.g. Data Collector reporting change in use of premises. ESBN will determine the scope of these changes and the CoCD received via market message from suppliers.</p> <ul style="list-style-type: none"> <li>• Changes only include Automatic Changes – <b>next step 11</b></li> <li>• Include both Automatic and Manual Changes – <b>next step 11 or step 14</b></li> <li>• Changes only include Manual Changes – <b>next step 14</b></li> </ul> <p><b>Automatic changes include :</b></p> <ul style="list-style-type: none"> <li>- Name</li> <li>- Correspondence address</li> <li>- Contact details</li> <li>- Special needs</li> <li>- Economic activity indicator</li> <li>- Change of use (Duos change from DG1 &amp; DG2 to DG5)</li> <li>- Medical Equipment</li> <li>- Access instructions</li> </ul> <p><b>Manual Changes include:</b></p> <ul style="list-style-type: none"> <li>- Change of Customer use (DG5 --&gt; DG1 &amp; DG2 to DG5)</li> <li>- Change of Site address</li> </ul> |           |
| 11           | Update customer data (automatic)                           | ESBN     | <p>ESBN will determine if a change of customer details is involved. ESBN will apply the change to customer details and update its connection agreement record if the customer name has changed.</p> <p>Automatic changes to customer data are updated – <b>next step 12 &amp; step 22</b></p>  |           |
| 12           | Send confirmation of CoCD                                  | ESBN     | <p>Where ESBN has carried out an investigation which leads to the acceptance of some or all of the changes then ESBN will confirm the customer details to the registered Supplier and issue a revised Connection Agreement to the customer where necessary. Following automatic updating of CoCD, a Market Message will issue to the registered Supplier confirming details have been updated</p>  | 114 MM    |
| 13           | Receive confirmation of CoCD                               | Supplier | <p>Supplier receives confirmation message that CoCD has been updated</p>   |           |
| 14           | Determine if change of DUoS Group flagged (DG5 ---> DG1 or | ESBN     | <p>ESBN will determine if change of DUoS Group is flagged ( DG5 ---&gt; DG1 or DG2)</p> <ul style="list-style-type: none"> <li>• DUoS Group change flagged – <b>next step 15</b></li> <li>• No DUoS Group change – <b>next step 16</b></li> </ul>  |           |



| Process Step |   | Role     | Process Step Description   | Interface |
|--------------|---|----------|--|-----------|
|              | DG2)  |          |  |           |
| 15           | Investigate DG change and update request with outcome | ESBN     | ESBN will investigate DG change and update request with outcome  |           |
| 16           | Validation notification of CoCD ( manual)             | ESBN     | ESBN will perform validation of manual CoCD requests , this includes CoCD received via Market Message from Suppliers and manually flagged change of Technical Master Data (TMD) by ESNB <ul style="list-style-type: none"> <li>• CoCD invalid – <b>next step 17</b></li> <li>• CoCD valid – <b>next step 19</b></li> </ul> |           |
| 17           | Send rejection of CoCD to Supplier                    | ESBN     | ESBN will send a rejection message to the registered Supplier where the CoCD fails validation  | 014R MM   |
| 18           | Receive rejection of CoCD                             | Supplier | Supplier receives rejection message  |           |
| 19           | Update customer data                                  | ESBN     | ESBN will determine if a change of customer details is involved. ESNB will apply the change to customer details and update its Connection Agreement record if the customer name has changed.<br><br>Where the CoCD passes validation ESNB will update the customer data – <b>next step 20 &amp; 22</b>                     |           |
| 20           | Send confirmation of CoCD to Supplier                 | ESBN     | ESBN will send message to the registered supplier confirming update of CoCD  | 114 MM    |
| 21           | Receive confirmation of CoCD                          | Supplier | Supplier receives confirmation message that CoCD has been updated  |           |
| 22           | Determine if QH site                                  | ESBN     | Following update of CoCD, ESNB will determine if the site is QH: <ul style="list-style-type: none"> <li>• Site is not QH – <b>process ends</b></li> <li>• Site is QH – <b>next step 23</b></li> </ul>  |           |
| 23           | Notify TSO of CoCD                                    | ESBN     | For QH sites ESNB confirm customer details to TSO  | 114 MM    |
| 24           | Receive notification of CoCD                          | TSO      | TSO receive notification of customer details   |           |
| 25           | QH site updated                                       | TSO      | TSO update update site data  |           |