



NETWORKS

# Implementation of SI 463 Vulnerable Customers

At present to identify customers who have a vulnerability, Suppliers and ESN use 7 vulnerable customer Data Codes which are classed under Customer Services Special Needs. These are:

- 0001 Visually Impaired
- 0002 Speech Impaired
- 0003 Hearing Impaired
- 0004 Elderly
- 0005 Language Difficulty
- 0006 Learning Difficulty
- 0007 Mobility Impaired

In addition there are 2 Medical Equipment Special Needs details Data Codes , which currently are:

- 0003 Life Support
- 0004 Non Life Support.

Currently, Suppliers can not log d/e npa for Life Support customers at any time of the year or for customers flagged as Elderly during the winter months, i.e. 1<sup>st</sup> November to 31<sup>st</sup> March. The M017 is automatically rejected.

Since the introduction of SI 463 Networks manually check d/e npa orders on a daily basis and cancel d/e npa orders that have a Non-Life Support flag (0004). From 1<sup>st</sup> November to 31<sup>st</sup> March we also cancel d/e npa orders logged for customers with a CSSN flag.

## **Key Changes that are needed to implement SI 463 in RoI**

SI 463 states that all customers with a Vulnerable Customer attribute should NOT be de-energised during the winter months, i.e. from 1st November to 31st March and that all customers with a reliance of medical equipment should not be de-energised at any time of the year.

In order to be fully compliant with SI 463 of 2011 a new VC attribute should be added to capture mental health.

The PSR includes customers who are on Life Support and Non-Life Support medical equipment. Customers registered on this register should not be disconnected at any time during the year for non-payment of account. The SSR includes customers who are vulnerable to disconnection during the winter due to sensory, physical, mobility or mental health issues. Customers registered on this register should not be disconnected for non-payment of account between 1 November and 31 March.

Changes must be made to reject all de-energise NPA requests from 1st November to 31st March for all Vulnerable Customers which are classified in the Special Services Register.

Customers who are registered as PSR can not be De-Energised NPA at any time. This means that Market Message 017 for De-Energised NPA must be rejected by the Central Market System whenever it is sent by the Registered Supplier

## Rol Special Services Register

These are the ten SSR code values that will be valid when this Change Request is implemented:

- 0001 Visually Impaired
- 0002 Speech Impaired
- 0003 Hearing Impaired
- 0004 Elderly
- 0005 Language Difficulty
- 0006 Learning Difficulty
- 0007 Mobility Impaired
- 0008 Dexterity Impaired
- 0009 Mental Health
- 0010 Other

New code 0010 Other should only be used when none of the other codes 0001 thru 0009 can be used.

## Rol Priority Services Register

We propose to align the Rol Medical Equipment Special Needs codes with NI which gives information on the Medical Equipment on which the customer is reliant.

- CL Electric Chair
- EH Electric Hoist
- EM Electric Mattress/Bed
- FR Vital Medicine Requiring Refrigeration
- HD Home Dialysis
- NB Nebuliser
- NP Peg Tube Feeding Pump
- OC Oxygen Concentrator
- PN Total Parental Nutrition Machine
- PV Patient Vital Signs Monitoring Systems
- SL Electric Pressure Stairs Lift
- SP Suction Pump
- VT Ventilator
- OT Other

New code OT Other should only be used when none of the other codes can be used.

Suppliers will continue to be able to record one Medical Institute code for an MPRN that is registered at DG5 and higher. This will continue to be possible by using the Medical Equipment Special Needs details data code

## 0005 Medical Institution

Suppliers will only be able to add Medical Institute code 0005 Medical Equipment Special Needs details data Code for MPRNs with DG5 and higher. Requests from Suppliers to add Medical Institute code 0005 to any MPRN that is DG1, DG2, DG3 or DG4 will be rejected with Reject Reason Code IA when Suppliers notify on any message 010MM, 013MM, 016MM or 017MM that a customer is to be flagged as a Medical Institution for any of the DUoS Groups for which the Medical Institute code does not apply.

Only one Medical Equipment Special Needs details Data Code value 0005 Medical Institute is valid for a single MPRN at any point in time. Requests from Suppliers to add multiple Medical Institute code 0005 for any single MPRN on any message 010MM, 013MM, 016MM or 017MM will be rejected with Reason Code IA.

## This Change Request will allow for Multiple PSR code values for the one MPRN in Rol.

It will be possible for a Supplier to add one or many PSR code values onto the one MPRN on one Market Message 010, 013, 016, 017.

Changes will need to be made to the Schema , Market Messages and COBL to allow Multiple Medical Equipment Special Needs details Data Codes to be added or removed by Suppliers for the one MPRN on a single Market Message viz 010, 016, 017.

Webforms for Market Messages viz 010,016,017 will need to be changed

The RMP Extranet will need to be changed to allow for the population of all of the Medical Equipment Special Needs details which will become valid for Rol.

## How is a site flagged as Vulnerable

All Electricity Suppliers are responsible for identifying Vulnerable customers and providing this information to ESB Networks. This information is sent to Networks via M013, Supplier will receive M114 when the information is updated on Networks system.

## Change of Supplier process

When a Supplier registers a site which was previously registered as Vulnerable they will get a notice on the M105 to advise that the site had previously been registered as Vulnerable. The Vulnerability Code will be displayed on the M105. It is the new Suppliers responsibility to send a M013 to update the Vulnerable Customer details if they are still relevant.

## Change of Legal Entity

Supplier can update Vulnerable Customer attribute via M016.



Supplier will need to check with the customer if that customer consents to a new Medical Equipment Special Need flag being displayed on the Retail Market Participant Extranet .

There is a requirement for suppliers to do a mapping to the new codes that change from Life/Non Life to the new codes. This will need to be done in good time and advised to ESB Networks before the cutover to the new values can happen. More work will be needed to understand how best to make the change over to the new codes in the CMS. This will be discussed and agreed with the IGG as part of the implementation work of this Change Request.

There will need to be further work to assess the impact of work in progress items, before cutover, which have the old codes. This could mean that there may be a freeze on updating SSR and PSR Data Codes on Market Messages as work in progress which wont have completed before cutover, could have the potential to be rejected by the schema or other validations. This will be discussed and agreed with the IGG as part of the implementation work of this Change Request.