

Discussion Request 1173			Vulnerable Customers Implementation in Rol of SI 463		
Status	Logged	Priority	TBD	Status Date	28/10/2015

Date	Version	Reason for Change	Version Status
28/10/2015	1.0	Vulnerable Customers Implementation in Rol of SI 463	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST			
Requesting Organisation(s)	ESB Networks	Originating Jurisdiction	Rol
Request Originator Name	Mary Mulcahy		
Date Raised	27/08/2014		

Classification of Request			
Jurisdictional Applicability	Rol	Jurisdictional Implementation	Both
If jurisdictional implementation is for one jurisdiction only – is the other jurisdiction required to effect any changes?	N/A	Co-Ordinated Baseline Version No.	T B C
Change Type	Schema Impacting		

Detail of Request
Reason for Request
<p>To implement compliance in Rol with SI 463, this Change Request has been drafted for changes that are required in the Rol Retail Market only.</p> <p>Jurisdictional Implementation in the Change Request is flagged as Both due to the COBL, Market Message, Webforms and Schema Impacting elements of this Change Request.</p>

Proposed Solution
<p>Current Implementation in Rol</p> <p>At present to identify customers who have vulnerability, Suppliers and ESN use 7 vulnerable customer Data Codes which are classed under Customer Services Special Needs. These are:</p> <ul style="list-style-type: none"> • 0001 Visually Impaired • 0002 Speech Impaired • 0003 Hearing Impaired • 0004 Elderly • 0005 Language Difficulty • 0006 Learning Difficulty • 0007 Mobility Impaired <p>In addition there are 2 Medical Equipment Special Needs details Data Codes , which currently are:</p> <ul style="list-style-type: none"> • 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. 1st November to 31st March. The Market Message 017 is automatically rejected.

Since the introduction of SI 463, ESB 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 1st November to 31st March, ESB Networks 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 Priority Services Register (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 Special Services Register (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 SSR.

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.

RoI Special Services Register (SSR)

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 SSR. There will be ten classifications. The **SSR for RoI** will be populated by using the **Customer Service Special Needs Details** Data Codes which will indicate the type of special needs that a customer has.

Customer Service Special Needs Details Data Codes that will be valid for use for Vulnerable Customers who are on the RoI SSR

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

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

Note: some changes are being made to the list of **Customer Service Special Needs Details** Data Code values that are currently valid for RoI: see Data Codes section below for full details.

In general and unless otherwise documented , the implementation for the SSR will stay as-is via the use of the

CustomerServicesSpecialNeeds segment in Market Messages 010,016,017 with its field CustomerServicesDetailsCode , and the deletion or addition of one or multiple via the SpecialNeedsDeleteDetails segment on the 013 Market Message with its fields DeleteCustomerServiceDetails Flag and CustomerServicesDetails Code . This means for example that it will still be possible for a Supplier to add one or multiple SSR code values onto the one MPRN on one MM010,013,016,017, and to delete one or multiple SSR code values from the one MPRN on one 013MM.

RoI Priority Services Register (PSR)

Codes that will be valid for use for Vulnerable Customers who are on the RoI PSR

The proposal is to align the RoI Medical Equipment Special Needs details Data Codes with NI which gives information on the Medical Equipment on which the customer is reliant. Therefore the **PSR for RoI** will be populated by using the values that are available and valid for use in RoI from the list of **Medical Equipment Special Needs details** Data Codes.

These are the fourteen PSR code values that will be valid in RoI when this Change Request is implemented. They and will be made available to RoI Suppliers by using the **Medical Equipment Special Needs details** Data Code:

- CL Electric Chair Lift**
- 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**

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

Note: some changes are being made to the list of **Medical Equipment Special Needs details** Data Code values that are currently valid for RoI: see Data Codes section below for full details.

Multiple PSR code values : Multiple Medical Equipment Special Needs details

This Change Request will allow for Multiple PSR code values for the one MPRN, in RoI.

It will be possible for a Supplier to add none, one or multiple PSR code values onto the one MPRN on one Market Message 010,013,016,017.

It will be possible to remove none, one or multiple PSR code values from the one MPRN on one Market Message 013.

Changes needed to facilitate multiple PSR codes

Changes will need to be made to the Schema , Market Messages and COBL to allow for none, one or multiple Medical Equipment Special Needs details Data Codes to be populated by Suppliers for the one MPRN on a single Market Message viz 010, 016, 017 ; for Suppliers to add or remove none, one or multiple Medical Equipment Special Needs details Data Codes on Market Message 013, and for the CMS to populate none, one or multiple Medical Equipment Special Needs details Data Codes values for the one MPRN on Market Messages 101 and 105.

Webforms for RoI for Market Messages viz 010,016,017 will need to be changed to accommodate the sending by RoI Suppliers of none, one or multiple Medical Equipment Special Needs details Data Codes for PSR customers, and for Suppliers to add or remove none, one or multiple Medical Equipment Special Needs details Data Codes on Market Message 013.

Market Messages 101 and 105 will need to be changed in the Schema and COBL to accommodate the new facility of multiple Medical Equipment Special Needs details being populated by the CMS.

None, one or multiple SSR and PSR code values for the one MPRN on the one Market Message

As part of this Change Request it will be possible for a Supplier to add none, one or multiple SSR code values as well as none, one or multiple PSR code values onto the one MPRN on one MM010,013,016,017.

It will also be possible for a Supplier to delete one or multiple SSR code values as well as one or multiple PSR code values from the one MPRN on one MM013.

Full details of all the changes that are needed to Webforms, Market Messages, Schema and COBL to accommodate Multiple Medical Equipment Special Needs are contained in the relevant sections of this Change Request.

Retail Market Participant Extranet

The Retail Market Participant Extranet will need to be changed.

Full details of all the changes that are needed to the Retail Market Participant Extranet are contained in the Briefing Document section of this Change Request.

Webforms for RoI

Webforms for RoI will need to be changed to accommodate the new Customer Service Special Needs Details and the new Medical Equipment Special Needs details.

Full details of all the changes that are needed to the Webforms for RoI are contained in the Market Messages section of this Change Request

Downloadable Meter Point files

Two of the five Downloadable Meter Point files viz **domS_CUST** and **COMM_CUST** are proposed to be changed to accommodate the existing and new SSR and PSR values, as well as retaining an ability to display the Medical Institution Code 0005. A new Display on Extranet Field is proposed to be added to the domS_CUST.

Key changes proposed are :

domS_CUST Downloadable Meter Point Detail File

1. Change the structure of the domS_CUST Downloadable Meter Point Detail File and allow for the population of up to 10 SSR Data Code values and 14 PSR Data Code values
2. Change the population of the domS_CUST Downloadable Meter Point Detail File so that it is based on the content of the Display on Extranet data field.

Change the Display on Extranet data field from 'A Boolean message flag to indicate whether Life/Non life support flag should be displayed on the ROI MP Extranet' to 'A Boolean message flag to indicate whether the Priority Services Register code(s) for the MPRN should be displayed on the ROI MP Extranet and the domS_CUST Downloadable Meter Point Details File'

For the avoidance of doubt all SSR values for an MPRN would currently be displayed on the domS_CUST Downloadable Meter Point Detail File and no change is proposed however this of course is open to discussion. This means that all new SSR code values will be displayed on the domS_CUST where they are available for an MPRN viz 0008 (Dexterity Impaired), 0009 (Mental Health), 0010 (Other)

3. Add an extra column 'Display on Extranet' and where it exists at the meter point then populate this new

field in the downloadable file with either Y or N. If it does not exist at the meter point then this field is not populated in the downloadable file.

COMM_CUST Downloadable Meter Point Detail File

4. Change the structure of the COMM_CUST Downloadable Meter Point Detail File to allow the population of one coded value i.e. 0005 (Medical Institution)

Further details are contained in this document



Work for Suppliers:

Supplier will need to check with the customer if that customer consents to a new Medical Equipment Special Needs details Data Code 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 won't 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.

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
ROI	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NI	<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"/>

Co-Ordinated Baseline Market Design Documents Impacted by Request

Market Messages

Message No.	Message Name	CoBL	ROI	NI
010	Registration Request	See Below	See Below	TBD
013	Customer Details Change	See Below	See Below	TBD
016	Change of Legal Entity	See Below	See Below	TBD
017	Meter Point Status Change Request	See Below	See Below	TBD
101	New Connection Registration Acceptance	See Below	See Below	TBD
105	Change of Supplier Confirmation	See Below	See Below	TBD

Schema , COBL and Market Message Changes to allow for Multiple Medical Equipment Special Needs details Data Codes

Note: MPDs should be updated as relevant in their Process Step descriptions or Supplementary Information section with the following:

A Changes will need to be made to the schema, Market Messages and COBL to allow for Multiple Medical Equipment Special Needs details Data Codes to be populated for the one MPRN.

The proposal is to add a new **MedicalEquipmentSpecialNeeds** segment into the schema.

Note: the current schema name for the Data Item Medical Equipment Special Needs details is **MedicalEquipmentDetailsCode** and there is no proposal to change this.

The schema will be changed so that this new **MedicalEquipmentSpecialNeeds** segment will be added into Market Messages **010,016,017,101 and 105**.

- The segment use for the new **MedicalEquipmentSpecialNeeds** segment will be **OptM** which will allow for either none, one or multiple **MedicalEquipmentDetailsCode** values to be populated by Suppliers on any of Market Messages **010,016,017**.
- Multiple occurrences of this new segment will be possible, and where multiples are provided they each need to contain one **MedicalEquipmentDetailsCode** value per occurrence.
- When this segment is populated by a Supplier with a valid **MedicalEquipmentDetailsCode** value, that value will be populated in the CMS.
- Where the new **MedicalEquipmentSpecialNeeds** segment is populated by Suppliers in any of Market Messages **010, 016, 017** then at least one **MedicalEquipmentDetailsCode** value must be populated.

Market Messages 101 and 105 will also be changed to allow for none, one or multiple **MedicalEquipmentDetailsCode** values to be populated by the CMS in the new **MedicalEquipmentSpecialNeeds** segment.

- The segment use for the new **MedicalEquipmentSpecialNeeds** segment will be **OptM** which will allow for either none, one or multiple **MedicalEquipmentDetailsCode** values to be populated by the CMS in any of

Market Messages 101 and 105

- Each MedicalEquipmentDetailsCode that is added to the CMS from the 010 message will be confirmed to the Supplier on Market Message 101 in the case of a New Registration or 105 for a COS.

B. The use of Market Message 013 for the Addition and Deletion of MedicalEquipmentDetailsCode

Changes will need to be made to the schema, Market Messages and COBL to allow for Multiple Medical Equipment Special Needs details Data Codes to be deleted for the one MPRN.

The proposal is to add a new **MedicalEquipmentDetails** segment into the schema.

Note: the current schema name for the Data Item Delete Medical Equipment Special needs is DeleteMedicalEquipmentNeedsFlag and there is no proposal to change this.

The schema will be changed so that this new **MedicalEquipmentDetails** segment will be added into **Market Message 013**. This new segment will contain two fields which are mandatory fields in cases where Suppliers populate the **MedicalEquipmentDetails** segment viz

- DeleteMedicalEquipmentNeedsFlag , which is a Boolean flag
- MedicalEquipmentDetailsCode

The segment use for the new **MedicalEquipmentDetails** segment will be OptM which will allow for either none, one or multiple DeleteMedicalEquipmentNeedsFlag and MedicalEquipmentDetailsCode values to be populated by Suppliers on Market Messages 013.

Use of MedicalEquipmentDetails segment

- The segment use for the new **MedicalEquipmentDetails** segment will be OptM which will allow for either none, one or multiple DeleteMedicalEquipmentNeedsFlag and MedicalEquipmentDetailsCode values to be populated by Suppliers on one Market Messages 013.
- When this segment is populated, the processing will be to add or delete the MedicalEquipmentDetailsCode from the CMS depending on the population of the flag in the DeleteMedicalEquipmentNeedsFlag field.
- The DeleteMedicalEquipmentNeedsFlag will be populated by Suppliers with a true or a 1 for a deletion or alternatively a 0 or false will need to be populated for an addition.
- Multiple occurrences of this new segment will be possible : there must be one MedicalEquipmentDetailsCode value per occurrence of this segment on the Market Message 013. The processing will be to add or delete each code to the CMS as requested by the supplier on the 013.
- Where there are multiple MedicalEquipmentDetailsCode updates populated on the Market Message 013 the 114 confirmation message does not specifically state that the update was successful for every code but that will be implicit.
- Suppliers can inform ESNB of multiple additions and deletions on one inbound 013 Market Message. If the CMS receives a single or multiple invalid MedicalEquipmentDetailsCode on the 013 Market Message then it will not be processed any further, and no updates will be made to the CMS. A single 014R Rejection Message will issue with a single rejection reason code of "IA".

C. Webforms Changes

Webforms for Rol will need to be changed to accommodate the new Customer Service Special Needs Details and the new Medical Equipment Special Needs details.

Customer Service Special Needs Details Webforms 010,013,016,017

- Existing Customer Service Special Needs Details which are currently Valid in NI but Not Valid in Rol will be changed in the Webforms list of values on the Special Needs tab to become Valid in Rol as

well as remaining Valid in NI:

- 0008-Dexterity Impaired
- **New Customer Service Special Needs Details which will be added to the Webforms list of values on the Special Needs tab to become Valid in Rol but not NI:**
 - 0009-Mental Health
 - 0010-Other

Medical Equipment Special Needs details Webforms 010,013,016,017

- **New Medical Equipment Special Needs details which will be added to the Webforms list of values to become Valid in Rol but not NI:**
 - OT-Other
- **Existing Medical Equipment Special Needs details which are currently Valid in NI but Not Valid in Rol will be changed in the Webforms list of values to become Valid in Rol as well as remaining Valid in NI:**
 - CL-Electric Chair Lift, 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 Stair Lift, SP- Suction Pump, VT-Ventilator
- **Existing Medical Equipment Special Needs details which are currently Valid in NI but Not Valid in Rol and which , for the avoidance of doubt , will Not be changed in the Webforms and therefore will remain Not Valid in Rol**
 - MS-Multiple Sclerosis
- **Medical Equipment Special Needs details which will be Removed from the Webforms list of values and will no longer be available for use in ROI:**
 - 0003 Life Support, 0004 Non-Life Support

Multiple Medical Equipment Special Needs details values for PSR customers

- The Webforms for Rol for each of these four Market Messages will be changed to accommodate the sending on a single message of multiple Medical Equipment Special Needs details codes for PSR customers viz 010,013,016,017

Note: the exact locations of the Medical Equipment Special Needs details field on the Webforms screens will be communicated during the implementation phase.

See embedded document for illustration and further information



Data Definitions

The Data Definitions for three Data Items will be changed as follows

- **Customer Service Special Needs Details** will change from ‘A code indicating the type of special needs that

a customer has' to 'A code indicating the type of special needs that a customer has **and for RoI this is known as the Special Services Register (SSR)**'

- **Medical Equipment Special Needs details** from 'A code indicating the type of medical equipment special needs that a customer has' to 'A code indicating the type of medical equipment special needs that a customer has **and for RoI this is known as the Priority Services Register (PSR). Note: there is one exception of a Medical Equipment Special Needs details code value which is valid for ROI but is not a PSR value viz Medical Institution code 0005**'
- **Display on Extranet from** 'A Boolean message flag to indicate whether **Life/Non-life support** flag should be displayed on the ROI MP Extranet' to 'A Boolean message flag to indicate whether **the Priority Services Register code(s) for the MPRN** should be displayed on the ROI MP Extranet **and the domS_CUST Downloadable Meter Point Details File**'

Data Codes

Customer Service Special Needs Details

- **Existing Customer Service Special Needs Details which are currently Valid in NI but Not Valid in RoI will be changed in the COBL Data Codes to become Valid in RoI as well as remaining Valid in NI:**
 - 0008 Dexterity Impaired
- **New Customer Service Special Needs Details which will be added to the COBL Data Codes to become Valid in RoI but not NI:**
 - 0009 Mental Health
 - 0010 Other

Medical Equipment Special Needs details

- **Existing Medical Equipment Special Needs details which are currently Valid in NI but Not Valid in RoI will be changed in the COBL Data Codes to become Valid in RoI as well as remaining Valid in NI:**
 - CL Electric Chair Lift, 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 Stair Lift, SP Suction Pump, VT Ventilator
- **New Medical Equipment Special Needs details which will be added to the COBL Data Codes to become Valid in ROI but not NI:**
 - OT Other
- **Medical Equipment Special Needs details will be Retained in the COBL Data Codes and the Schema:**
 - 0003 Life Support, 0004 Non-Life Support, 0005 Medical Institution

See embedded document for full list of COBL Data Code changes



Schema Changes

As a result of the Data Code Changes, the following changes will need to be made to the schema

- the addition of 0009 and 0010 to the list of enumerated values for the **CustomerServiceDetailsCode**
- the addition of OT to the list of enumerated values for the **MedicalEquipmentDetailsCode**

Market Message Implementation Guides

ROI	Yes/No	NI
Rol - Customer and Data Agreements	Yes	TBD
Rol - Meter Registration	Yes	
Rol - Meter Works	Yes	

Market Message Implementation Guides should be updated as relevant based on sundry changes identified throughout in this document , as well as the following

The **Display on Extranet** should change from

This field is a flag indicating whether Life/Non life support flag should be displayed on the MP Extranet. This field is mandatory if either Medical Equipment Special Needs codes 0003 or 0004 are populated on this message and this flag should be 'Y' or 'N'

To

This field is a flag indicating whether any PSR code values(s) should be displayed on the RMP Extranet. This field is mandatory if any PSR code(s) that are valid in Rol are populated on this message in which case this flag should be true or 1 or false or 0

Where there are multiple PSR codes on a single MPRN , the value of the single DisplayOnExtranet flag will signify either

- Customer consent for all PSR values to be displayed in the case where the DisplayOnExtranet flag is true or 1
- No customer consent for any PSR value to be displayed in the case where the DisplayOnExtranet flag is false or 0

Comments

MCR1096 *Customer Service Special Needs – expansion of ROI code set to align with NI practice* is an approved Market Change Request. The assumption when drafting this Change Request is that MCR1096 will be superseded and the requirements in it will be incorporated in this Change Request. Therefore the value 0008 "Dexterity Impaired" is included as a Customer Service Special Needs Details Data Code which will be made available for use in Rol by this Change Request.

At time of drafting this change request a separate DR1169 *Addition of Postal Code to two Downloadable Meter Point Details Files* is an approved Discussion Request. The changes that are proposed in that Discussion Request to the Domestic MRPN Details (domS_CUST.csv) and Commercial MPRN Details (COMM_CUST.csv) are included in this Change Request 1173. However as DR1169 is not yet an approved Market Change Request the changes for that are not intended to be proposed for delivery as part of Change Request 1173, and as normal, a separate scheduling exercise would need to be agreed at the appropriate Industry forums.

The definition of Mental Health is outside of the scope of this Change Request.

Medical Equipment Special Needs details values 0003 Life Support and 0004 Non Life Support are retained in the schema until a future time when it is certain that none of these values will be sent from the CMS on Market Messages.

ROI - Market Process Diagrams – MPDs

MPD 01	Change of Supplier NQH
MPD 02	Change of Supplier QH Metered
MPD 05	New NQH Metered Connection
MPD 06	New QH Metered Demand Connection
MPD 09	De-Energisation
MPD 10	Re-Energisation
MPD 24	Changes to Customer Details
MPD 25	Change of Legal Entity

Process Step Descriptions or Supplementary Information Changes

MPDs should be updated as relevant in their Process Step descriptions or Supplementary Information section with information contained throughout this Change Request, as well as the following

1. Suppliers should only be able to add a PSR or SSR code to DG1 or DG2 customers. Requests from Suppliers to add a PSR or SSR code for any other DG group will be rejected with Reject Reason Code IA when Suppliers notify on any message 010MM, 013MM, 016MM or 017MM that an MPRN is to be flagged as a PSR or SSR Customer for any of the DUoS Groups for which PSR or SSR codes do not apply.

2. Life Support and Non Life Support codes in Medical Equipment Special Needs details Data Codes

Suppliers will no longer be able to send to the CMS the Life Support or Non Life Support Medical Equipment Special Needs details Data Codes 0003 or 0004 respectively, and therefore it is proposed to reject any Market Message 010,013,016 or 017 with Reject Reason Code IA where Medical Equipment Special Needs details Data Codes 0003 or 0004 are received by the CMS.

3. Suppliers will not be able to log a Vulnerable Customer in RoI as 'Multiple Sclerosis' as MedicalEquipmentDetailsCode value '**MS**' for RoI customers will not be a valid value for RoI. Requests from Suppliers to add a MedicalEquipmentDetailsCode value '**MS**' for any RoI Customer will be rejected with Reject Reason Code '**DIJ**' when Suppliers notify on any message 010MM, 013MM, 016MM or 017MM that an MPRN is to be flagged as Vulnerable Customer with MedicalEquipmentDetailsCode '**MS**'.

4. Medical Institution code 0005 Medical Equipment Special Needs details

4.1 Suppliers will continue to be able to record one Medical Institution 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**

4.2 Requests from Suppliers to add Medical Institution 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 with any of these Duos Groups is to be flagged as a Medical Institution.

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

4.4 Where a Medical Equipment Special Needs details Data Code value 0005 Medical Institution is submitted for an MPRN then no other PSR or SSR is valid on the same Market Message 010MM, 013MM, 016MM or 017MM and in any case where such a combination of values would be received from Suppliers they will be rejected by the CMS with Reason Code IA.

5. COS

5.1 COS with no COLE

After this Change Request is implemented, in the COS scenario where there is no Cole and PSR(S) codes were held in the CMS, and no PSR(S) codes are provided by the New Supplier on Market Message 010, or the new Supplier does provide PSR(S) codes on the Market Message 010 but leaves out one or more PSR(S) codes which currently are recorded on the CMS, then the PSR(s)codes that were previously held in the CMS but not advised on the Market

Message 010 will be overwritten in the CMS with “Blanks”.

In this case, the 102 Market Message will display a ‘1’ meaning a logical value of True in the VCAAttributeDeleted flag and that a PSR(S) that is valid for RoI code will be overwritten with blanks.

An exception is where the MedicalEquipmentDetailsCode value is 0005 Medical Institution and in this case the 102 Market Message will display a ‘0’ in the VCAAttributeDeleted flag meaning a logical value of False and that no PSR that is valid for RoI will be overwritten.

For other COS with no COLE scenarios where PSR(S) codes were held in the CMS, and all the same PSR value(s) are provided by the New Supplier on Market Message 010, the PSR(s) values that were previously held in the CMS will be retained, and the 102 Market Message will display a ‘0’ in the VCAAttributeDeleted flag meaning a logical value of False and that no PSR that is valid for RoI will be overwritten.

5.2 Where there is a Cole with the COS, any Medical Equipment Special Needs details Data Code value(s) that are associated with the previous Customer will not be applicable to the new Customer.

5.3 If **multiple invalid** MedicalEquipmentDetailsCode values ‘MS’ are detected on the 010MM for then there will be one rejection message with a single ‘DIJ’ rejection reason code on the 102R or 101R message depending on whether the 010MM is for a COS or a New Connection.

5.4 Market Message 101R and 102R will not be populated with multiple DIJ codes, that is the reject reason code DIJ will only ever appear once on a single 101R or 102R so where there are **multiple invalid** MedicalEquipmentDetailsCode values there is only one Rejection Reason Code for ‘DIJ’ on the one Market Message 102R or 101R.

This means that, in the unlikely event that there are multiple errors arising from a single inbound 010 for example due to multiple incorrect PSRs, the Supplier would either need to check for multiple errors or else resubmit the 010 with corrections and accept the possibility of a further rejection message carrying a DIJ reason code

5.5 If there were other validation failures on an 010 Market Message in addition to the PSR or SSR validation failures (eg another COS in process) then a single rejection Market Message 102R or 101R would be issued by the CMS and would have multiple Rejection Reasons of ‘DIJ’ and in this case ‘CIP’

6. COLE : MM 016

6.1 Where the COLE is from a MM016 then the new MedicalEquipmentDetailsCode values that are populated on the 016 will be updated on the CMS, and the new customer will not inherit any previous MedicalEquipmentDetailsCode value in cases where they had existed for the previous customer.

6.2 The 116 confirmation message does not specifically state that the update was successful for every code but that will be implicit. Should any of the MedicalEquipmentDetailsCode values that are sent by a Supplier on an 016 be invalid, then the message will not be processed any further, no updates will be made to CMS , and the 116R rejection message will be issued by the CMS.

6.3 If multiple invalid MedicalEquipmentDetailsCode values ‘MS’ are detected by the CMS on the 016 then they will be rejected with a single ‘DIJ’ Reject Reason Code and rejection message viz 116R will be issued by the CMS.

7. COLE with Energisation : MM017

7.1 Where there is a COLE with a MM017 which has the Change of Tenant / Legal Entity flag set to ‘1’ for a logical value of True, then the new MedicalEquipmentDetailsCode values that are populated on the 017 will be updated on the CMS, and the new customer will not inherit any previous MedicalEquipmentDetailsCode in cases where they had existed for the previous customer.

7.2 The 116 confirmation message does not specifically state that the update was successful for every code but that will be implicit. Should any of the MedicalEquipmentDetailsCode values that are sent by a Supplier on an 017 be

invalid, then the message will not be processed any further, no updates will be made to CMS , and the 117R rejection message will be issued by the CMS.

7.3 If multiple invalid MedicalEquipmentDetailsCode values ‘MS’ are detected by the CMS on the 017 then they will be rejected with a single ‘DIJ’ Reject Reason Code and rejection message viz 117R will be issued by the CMS

8. Rejection of De-Energisation Requests

SSR

Customers who are registered as SSR can not be De-Energised NPA from 1st November to 31st March.

This means that changes are needed so that Market Message 017 for De-Energised NPA will be rejected by the Central Market System whenever it is received from the Registered Supplier with a De-energise (NPA related) Meter Point Status Reason code D02 from 1st November to midnight 31st March for all Vulnerable Customers which are classified in the SSR. The Reject Reason Code will be IA.

PSR

Customers who are registered as PSR can not be De-Energised NPA at any time. This means that changes are needed so Market Message 017 for De-Energised NPA will be rejected by the Central Market System whenever it is received from the Registered Supplier with a De-energise (NPA related) Meter Point Status Reason code D02. The Reject Reason Code will be IA.

9. The relevant Rejection Messages are

- for the 010, either the 101R for New Connections or the 102R for COS
- for the 013 the rejection message is the 014R
- for the 016 the rejection message is the 116R
- for the 017 the rejection message is the 117R

NI - Market Procedures

Market Process Number	Market Procedure	Affected
No Impact	No Impact	No Impact

ROI Guidance Documentation

Document	Version	Affected
No impact		No Impact

ROI Briefing Documents

Document/Paper	Version	Affected
Retail Market Participant Extranet Website Guide		Yes

General Information on Changes needed to the Retail Market Participant Extranet

1 The RMP Extranet will need to be changed to allow for the population of the new SSR codes which will become valid for Rol viz

- 0008 (Dexterity Impaired), 0009 (Mental Health), 0010 (Other)

2 The RMP Extranet will need to continue to be able to populate the SSR codes which are currently valid for Rol viz

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

3 The RMP Extranet will need to be changed to allow for the population of all of the PSR codes which will become valid for Rol viz

- CL (Electric Chair Lift), 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 Stair Lift), SP (Suction Pump), VT (Ventilator), OT (Other)

4 The RMP Extranet currently populates the Medical Institution code 0005 (Medical Equipment) and the RMP Extranet will need to continue to be able to populate this.

Note: where the Medical Institution code 0005 (Medical Equipment) is being advised on any message 010MM, 013MM, 016MM or 017MM then the DisplayOnExtranet Boolean flag will not need to be populated.

5 DisplayOnExtranet Changes

5.1 Before any new or changed PSR code is advised on any message 010MM, 013MM, 016MM or 017MM the Supplier will need to check with the customer if that customer consents to a PSR code value being displayed on the Retail Market Participant Extranet.

All SSR values for an MPRN are currently displayed on the Extranet and no change is proposed however this of course is open to discussion. This means that all new SSR code values will be displayed on the Extranet, where they are available for an MPRN viz 0008 (Dexterity Impaired), 0009 (Mental Health), 0010 (Other)

5.2 Therefore the DisplayOnExtranet Boolean flag will be mandatory on any message 010MM, 013MM, 016MM or 017MM where any new or changed PSR code is advised by the Supplier. In these cases, the value of the DisplayOnExtranet flag should be true or 1 or false or 0

- This is a change to the current rules where the DisplayOnExtranet Boolean flag is mandatory if either Medical Equipment Special Needs codes 0003 or 0004 are populated on any 010,013,016 or 017

5.3 Where there are multiple PSR codes on a single MPRN, the value of the single DisplayOnExtranet flag will signify either

- Customer consent for all PSR values to be displayed in the case where the DisplayOnExtranet flag is true or 1
- No customer consent for any PSR value to be displayed in the case where the DisplayOnExtranet flag is false or 0

6 The RMP Extranet will not display data for Medical Equipment Special Needs details 0003 (Life Support), 0004 (Non-Life Support) after they have been removed from MPRNs in the CMS.

7 Note existing field locations on the RMP Extranet may need to change and therefore the exact location of the new SSR and PSR lists on the Extranet screens will be communicated during the implementation phase.

8. Only PSR and SSR code values will be displayed, not their corresponding descriptions.

Changes to the text in the Retail Market Participant Extranet Website Guide

Add the following Text:

The Retail Market Participant Extranet will display two sets of code values instead of the one combined Customer Attributes list which was previously available for display.

The changes mean that there will be a list available to display all Special Services Register (SSR) code values that apply to the MPRN and a separate list to display all Priority Services Register (PSR) code values.

Note: the PSR code values will only be displayed on the Extranet if customer permission has been granted and where this has been advised by the Supplier.

Customer Information

SSR This displays the list, where available, of all Special Services Register (SSR) code values that apply to the MPRN.

These are the ten SSR code values that will be valid for display for an MPRN in the SSR list along with their

descriptions which will not be displayed

- 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

PSR This displays the list, where available, of all Priority Services Register (PSR) code values that apply to the MPRN. Note: the PSR code values will only be displayed on the Extranet if customer permission has been granted and where this has been advised by the Supplier.

These are the fourteen PSR code values that will be valid for display for an MPRN in the PSR list along with their descriptions which will not be displayed

- CL Electric Chair Lift
- 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

Also, the Medical Institution Code 0005 will be a valid code for display and where it is registered for an MPRN then code 0005 will appear in the PSR list

Remove the following Text:

~~Customer Information – Customer Attributes~~

~~This field displays delimited values which describe vulnerable customer attributes. The life and non life support value will only be displayed on the Extranet if customer permission granted.~~

~~Displayed in numeric values~~

- ~~0001 – visually impaired~~
- ~~0002 – speech impaired~~
- ~~0003 – hearing impaired~~
- ~~0004 – elderly~~
- ~~0005 – language difficulty~~
- ~~0006 – learning difficulty~~
- ~~0007 – mobility impaired~~
- ~~0008 – Life support (only displayed if customer has given permission)~~
- ~~0009 – Non life support (only displayed if customer has given permission)~~
- ~~0010 – Medical Institution~~

User and Technical Documents

Reference	Name	Version	Affected
No impact			No Impact

Part 2 - Performance and Data Changes	
Market Messages volume, processing etc.	
Data	
<p>Details of Data changes e.g. cleansing</p> <p>1 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.</p> <p>2 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.</p> <p>3 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 won't 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.</p>	

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