

Market Change Request 175			New Reject Reasons for Address Change Rejection		
Status	Issued to Market	Priority	Low	Status Date	06/11/2018

Date	Version	Reason for Change	Version Status
21/05/2009	1.0	Market Change Request raised containing no changes from the associated Discussion Request.	Final
02/07/2009	2.0	Additional Rejection Reason Code AD7.	Final
12/07/2010	3.0	Update details of Market Design Documents impacted by Request, especially 114R.message. Appendix 1 updated with latest Reject Reason Codes from HBL 2.3.	Final
28/03/2012	3.0	Converted old MCR to new format for issue to Market. Classification & approval requested.	Final
21/05/2012	4.0	Changes arising from Post Harmonisation MDU Planning Workshop. New reject reason, AD8, added. Also MCR is Schema Impacting.	Final
26/08/2015	5.0	New reject reason, invalid postal code added.	Final
07/02/2018	6.0	Re-versioned and amended, reason code IID changed to ICD.	Final
05/10/2018	7.0	Removed the references to MPD 24 and MPD 25 and converted to new MCR template format	Final

### Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST

Requesting Organisation(s)	RMDS	Originating Jurisdiction	RoI
Request Originator Name	RMDS		
Date Raised	07/05/2009		

### Classification of Request

Jurisdictional Applicability	RoI	Jurisdictional Implementation	Both
If jurisdictional implementation is for one jurisdiction only – is the other jurisdiction required to effect any changes?	Yes	Co-Ordinated Baseline Version No.	11.0
Change Type	Schema Impacting		

### Detail of Request

#### Reason for Request

#### Background

MPRN/Site Address change requests are sent by suppliers to ESBN via the 013 message. Each site address change is out sorted and reviewed by a member of the Networks Business. Some change requests involve lengthy investigations before a decision is made as to whether to change the site address or not.

If the address change proposed is accepted a 114 is sent indicating this. If ESBN decides that the requested address change is not appropriate, an 014R message is sent with a rejection reason ICD.

ESBN are responsible for the site or MPRN address whereas the Supplier determines the notification or general communication address.

Please see Appendix 1 for existing list of Rejection Reasons

#### The Issue

The issue involves the lack of clarity as to why an address change was rejected. The ICD reject reason is used for a variety of reasons and provides no view as to why ESBN decided to reject the proposed site address change.

Suppliers find it difficult to provide answers to customers who are asking why the site addresses they requested to be changed have not been changed.

**Proposed Solution**

**The Proposition**  
 It has been proposed to add more specific site address change reject reasons to the list. The list of reject reasons is below:

AD1 Duplicate street address/numbering exists in the city/street proposed.  
 AD2 Approval not received in writing from Local Authority to change street/dev. name.  
 AD3 DUoS group conflict here.  
 AD4 MPRN stated either terminated or disconnected  
 AD5 Being dealt with as a bulk address correction for the development.  
 AD6 Requested address change does not conform to the regional structure.  
 AD7 No payment for DMR  
 AD8 Other Address reason  
 AD9 Invalid Postal Code

The ESBN user who decides to reject the site address change will be prompted to select an appropriate reject reason from the above list.

This reject reason will be sent on the 014R message as is the current practice.

**Reason for Change Request**  
 To provide more clarity to suppliers as to why an MPRN/site address was not changed as requested.

This will facilitate better customer service to supply customers. It will also reduce the number of queries sent to ESBN by suppliers requesting explanations as to why site addresses were not changed.

**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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>NI</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"/>

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

Market Messages				
Message No.	Message Name	CoBL	ROI	NI
014R	Customer Details Rejection	Y	Y	

Data Definitions

Data Codes
Nine new reject reason codes above.

Market Message Implementation Guides			
ROI	Yes/No	NI	Yes/No
Customer and Data Agreements	Yes		

Comments

ROI - Market Process Diagrams – MPDs		
Market Process Diagram Number	Market Process Diagram Description	Affected
MPD 24	MPD 24 – Changes to customer details-	
MPD 25	MPD 25 – Change of Legal Entity-	

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
No impact		No Impact

<b>User and Technical Documents</b>			
<b>Reference</b>	<b>Name</b>	<b>Version</b>	<b>Affected</b>
No impact			No Impact

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

<b>Part 3 - ReMCoSG / CRU Approval</b>		
<b>Approved by</b>	<b>ReMCoSG</b>	<b>CER</b>
<b>Comments</b>		