Market Change Request 1173			Vulnerable Customer Implementation in RoI of SI 463		
Status	Approved	**Priority**	High	**Status Date**	13/11/2018

Date	Version	Reason for Change	Version Status
02/03/2016	0.1	Vulnerable Customers Implementation in RoI of SI 463	Final
27/04/2016	0.2	Following VC Workshop on 14.12.15 and CER decision	Final
18/04/2016	1.0	Updated following Conference Call on the 06.04.16	Final
22/06/2016	2.0	Converted to MCR	Final
15/02/2018	3.0	Re-Versioned – changes highlighted	Final
05/10/2018	4.0	Updates to SSR section, Co-ordinated Baseline, MPD's and User and Technical Documents to be updated	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST		
Requesting Organisation(s)	ESB Networks	**Originating Jurisdiction**	RoI
Request Originator Name		Theresa O'Neill
Date Raised		27/08/2014

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?	N/A	**Co-Ordinated Baseline Version No.**	V 12.0
Change Type		Schema Impacting	

Detail of Request
Reason for Request

To implement compliance in RoI with SI 463, this Change Request has been drafted for changes that are required in the RoI Retail Market only.

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.

All MP's were invited to VC Workshop held on 14.12.15 to discuss v1.0 of this DR. A unanimous position was not agreed on the PSR (Life/Non Life support). CER adjudicated and provided a decision as to how to progress. Version 0.2 provides a position following the workshop and the CER decision.

Summary of Proposed Changes:

- Capture mental health & dexterity impaired as a type of vulnerability thus allowing suppliers to register customers under this category.

- Create a new category named ''Other'' on the Special Services Register and introduce this as a ''dormant code'' which could be activated if the need arose in the future. The purpose of this proposal is to ensure a quick turn-around for introduction into market.
- Automate the rejection of disconnection requests for non-payment on account for all vulnerable customers registered on the Priority Services Register (Medical Equipment Special Needs Life-Support and Non-life Support) for all year around
- Automate the rejection of disconnection requests for non-payment of account for all vulnerable customers registered on the Special Services Register (Customer Services Special Needs) from 1 November to 31 March

Proposed Solution

1. Current VC Implementation in RoI

At present to identify customers who have vulnerability, Suppliers and ESBN 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.

There is a Medical Institution code 0005 (under MESN above) which can also be selected under certain circumstances.
The only change to how this code will function (i.e. it cannot be selected for DG1 and DG2) will be if this code comes in on an 010 message for DG1 and DG2 the message will be rejected in its entirety, **M013, M016 and M017 already have this functionality.**

Currently, Suppliers cannot log de-energisation 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 de-energisation NPA orders on a daily basis and cancel de-energisation NPA orders that have a Non-Life Support flag (0004). From 1st November to 31st March, ESB Networks also cancel de-energisation NPA orders logged for customers with a CSSN flag.

2. Summary of Proposed Changes:

- Capture mental health as a type of vulnerability thus allowing suppliers to register customers under this category.
- Create a new category named ''Other'' on the Special Services Register and introduce this as a ''dormant code'' which could be activated if the need arose in the future. The purpose of this proposal is to ensure a quick turn-around for introduction into market.
- Automate the rejection of disconnection requests for non-payment on account for all vulnerable customers registered on the Priority Services Register (Medical Equipment Special Needs Life-Support and Non-life Support) for all year around.
- Automate the rejection of disconnection requests for non-payment of account for all vulnerable customers registered on the Special Services Register (Customer Services Special Needs) from 1 November to 31 March.

- Include PSR (for life and non life) and SSR (for existing customer service special needs) as labels on the extranet. Medical institution must be listed as a third category label.
- 2 of the 5 Downloadable Meter Point Files will be updated to reflect new codes, addition of Medical Institution.
- **008 Dexterity Impaired** needs to be included in the list of available ROI items. This is currently available in NI and will need to be allowed for ROI. This code is also used by GNI as a type of vulnerability
- Where the code Medical Institution code 0005 (under MESN above) comes in a 010 message for a DG1 and DG2 reject the message in its entirety, M013, M016 and M017 already have this functionality.

3. Detailed changes proposed

3.1 Registers:

SI 463 references PSR (Priority Services Register) and SSR (Special Services Register). These terms are to be introduced into the CMS terminology and will be referenced on the extranet and used interchangeably with Customer Service Special Needs (now SSR) and Medical Equipment Special Needs (now PSR)

3.1.1. 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

- New code **0010 Other** will be included into the schema but should not be selected by MP's. The provision of the "other" code is to enable market use of an additional code should the need arise in the future. Inclusion in the schema now means that a separate schema release for introduction of a code will not be necessary at the time. This will allow for a quicker turn around. If this code is used before formal market agreement, where the code 0010 is submitted on an Inbound message to ESB Networks, the message, **in its entirety**, will be rejected using the relevant rejection message, with the Code IID and a Supplier will need to resubmit the message using a valid code. The coding and provision of the 0010 code must follow the same CMS logic as for Mental Health code.

- New code **0009 Mental Health** will be included into the schema and available for selection in ROI only.

- MCR 1096 – facilitates the inclusion of **008 Dexterity Impaired** to the list of available ROI items. This is currently available in NI and will need to be allowed for ROI. Whether MCR 1096 changes are aligned with this MCR or whether included here will be determined as part of schema release.

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.

101R:
Where the MM010 is received with any Customer Service Special Needs Attribute Code and/or Medical Equipment Special Need codes '0003' or '0004' for sites with DUoS Group other than 'DG1' or 'DG2' or Medical Equipment Special Need code '0005' received for sites with DUOS Group less than DG5, MRSO will reject the MM010 by sending MM101R (New Registration Rejection) with reject reason code of IA (Invalid Action)

102R:

Where the MM010 is received with any Customer Service Special Needs Attribute Code and/or Medical Equipment Special Need codes '0003' or '0004' for sites with DUoS Group other than 'DG1' or 'DG2' or Medical Equipment Special Need code '0005' received for sites with DUOS Group less than DG5, MRSO will reject the MM010 by sending MM102R (Change of Supplier Registration Rejection) with reject reason code of IA (Invalid Action)

3.1.2. RoI Priority Services Register (PSR)
Codes that will be valid for use for Vulnerable Customers who are on the RoI PSR
Changes must be made to reject all de-energise NPA requests at any time for all Vulnerable Customers which are classified in the PSR. The proposal is to retain the Life/Non Life Support codes which become representative of a customer on the PSR. That is any customer marked as either Life/Non Life will belong to the PSR. The retention of the life/non life distinction is required by ESBN to facilitate customer service offering during storms and outages. Existing functionality relating to Life/Non Life will remain:

- The codes are exclusive – only one can be selected per customer.
- Where customer has both attributes they should be registered as Life Support.
- The codes will remain in the Medical Equipment Special Needs Details Data codes fields
- One of the 2 codes can be added to a customer record via 010, 016, 013, 017
- Explicit removal of a code is possible via 013
- Webforms will remain the same

3.2. Retail Market Participant Extranet
The Retail Market Participant Extranet will need to be changed.

- The RMP Extranet will need to be changed to allow for the population of the new SSR codes which will become valid for RoI viz
  - 0008 (Dexterity Impaired), 0009 (Mental Health),

- The RMP Extranet will need to continue to be able to populate the SSR codes which are currently valid for RoI viz
  - 0001 (Visually Impaired), 0002 (Speech Impaired), 0003 (Hearing Impaired), 0004 (Elderly), 0005 (Language Difficulty), 0006 (Learning Difficulty), 0007 (Mobility Impaired)

- The extranet must reference through a label the term SSR and allow one or many of the existing Customer Service Special Needs Codes to be displayed. The same must apply for PSR where a label must be provided and allow for display of life or non life (where MP has agreed to show).

- Medical Institution code 0005 (Medical Equipment) must be referenced as a separate heading to codes under label PSR or label SSR.

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.

3.3. 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 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. In summary the downloadable meter point files must follow the VC display logic which is in place for the RMP Extranet.

Key changes proposed are :

domS_CUST Downloadable Meter Point Detail File

- 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
- 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.
- 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

- 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)

3.4. Webforms.

Webforms for RoI will need to be changed to accommodate the new Customer Service 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 RoI will be changed in the Webforms list of values on the Special Needs tab 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 Webforms list of values on the Special Needs tab to become Valid in RoI but not NI:
  - 0009-Mental Health
  - 0010-Other (must not be selected –but must be included so can be used easily if required in future)

3.5. CMS

SSR

Customers who are registered as SSR cannot 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. This change will be automated.

PSR

Customers who are registered as PSR cannot 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.

The CMS must change to automate the rejection of 017 for de-energisation.
This process must change from manual to automated.

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	☒	☒	☒	☒	☒	☒	☒	☒	☒
NI	☐	☐	☐	☐	☐	☐		☐	☐

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
101R	New Registration Rejection	See Below	See Below	TBD
102R	Change of Supplier Registration Rejection	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 Suppler Confirmation	See Below	See Below	TBD

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'**.** The medical equipment special needs code will function as it currently does. That is selection of this code is not possible for DG1 or DG2 MPRNs. The pre-existing functionality is detailed in MCR 141 which was delivered in 2007. Determination of medical institution definition and what constitutes a medical institution is out of scope for this DR. ~~It will be dealt with via a subsequent DR~~

- **Display on Extranet from '**A Boolean message flag to indicate whether Life/Non Life support 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 dom$_CUST Downloadable Meter Point Details File' Life, non life must remain as coded values on the extranet but must be under heading PSR

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 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**

Market Message Implementation Guides

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

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

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Comments

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

ROI - Market Process Diagrams – MPDs

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

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.

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

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.

The Medical Institution Code 0005 will be a valid code for display and where it is registered for an MPRN the code 0005 will appear under a separate label (i.e. not PSR or SSR)

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 nine 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

PSR This displays either life or non life if the customer has opted to allow.

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		