

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
- Changes to the Smart Data Services Interval to Non Interval or Non Interval to Interval
- Creation of, Changes to or deletion of Smart Non Participation Details

The supplier should inform DSO of the Non Technical Non Participation via secure email MeterOp.ESBNetworks@esb.ie

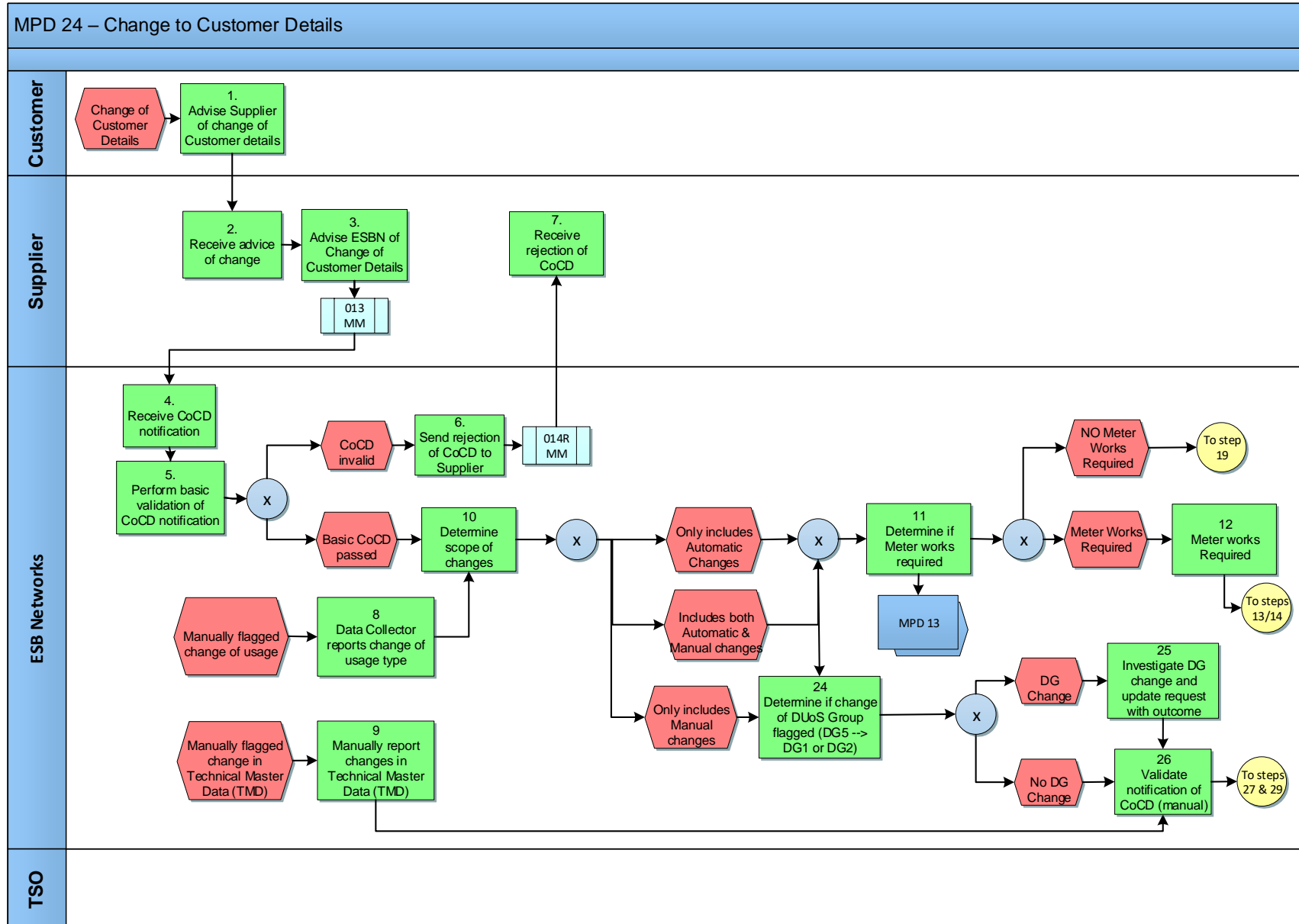
1.2 History of Changes

This Procedure includes the following changes:

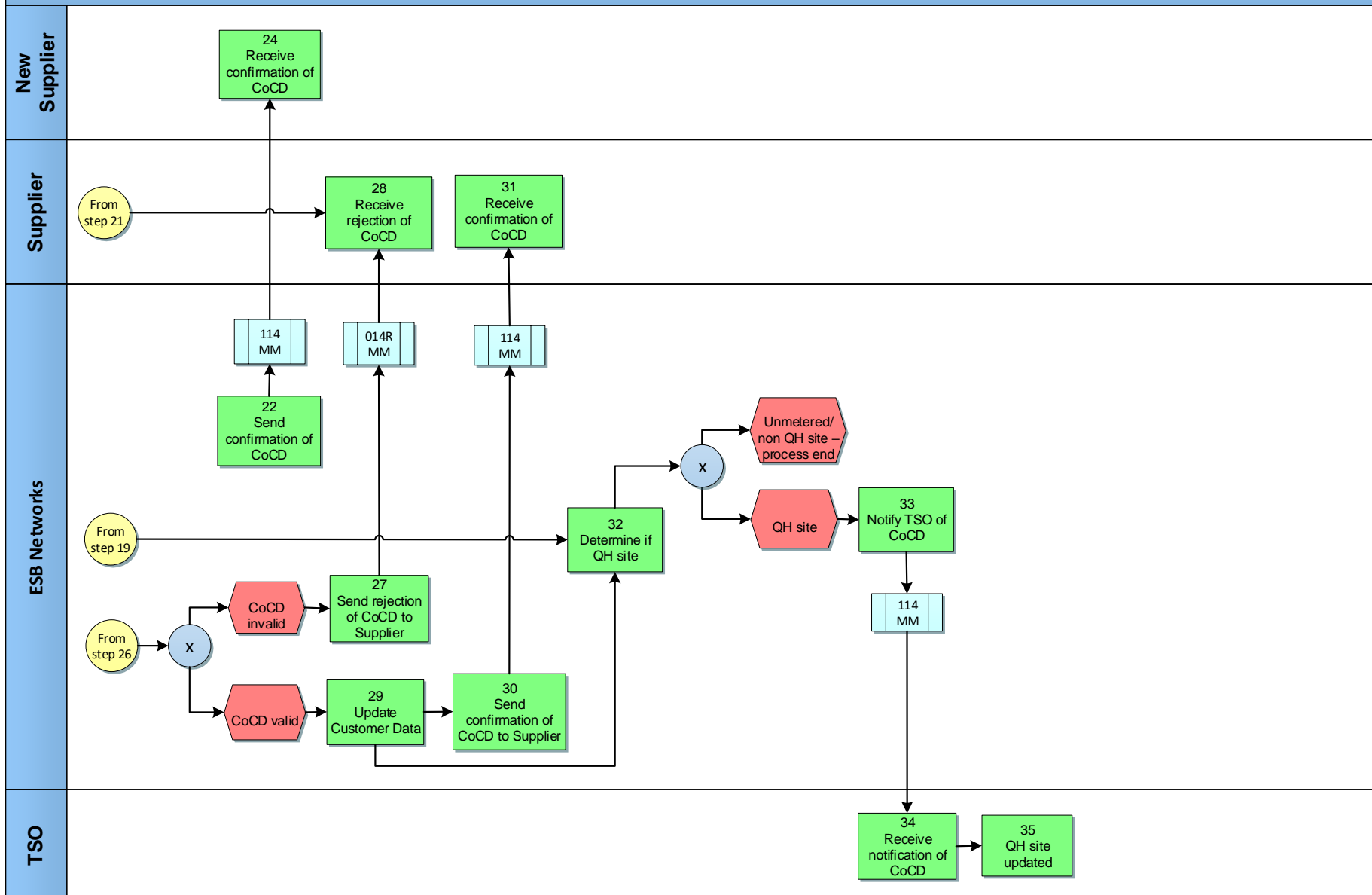
Version in which last change Implemented	Source of Change	Description of Change
Draft		All changes to customer details will only be accepted from the registered supplier. Therefore flow 113 is no longer sent to suppliers.
		<i>Further Changes since version 3.1</i>
Draft	MIG 15/10/03	Change of Usage Type to be used rather than Customer Usage on MPD.

Version in which last change Implemented	Source of Change	Description of Change
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: "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)."
Version 8.0	RMDS QA	MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swim lanes 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 13.0	MCR 1158 & MCR 0176	New steps 11 -14, 16 – 18, 21 & 22 Process Step and Process Step Description updated
Version 14.0	MCR1216	Updated to include re-versioned V14.00.00 MCRs post detailed design: - MCR1216

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 ESN of change of customer details	Supplier	Suppliers sends a market message to ESN advising them of the change of customer details	013 MM
4	Receive CoCD notification	ESN	ESN receive notification of change of customer details from the registered Supplier at the meter point	
5	Perform basic validation of CoCD notification	ESN	<p>ESN will perform basic validation of CoCD notification:</p> <ul style="list-style-type: none"> - Valid MPRN - Supplier registered to the MPRN - Site currently energised - Valid / Complete data (e.g "Country" field included) <p>If a Change of Customer Details request includes a request to change the usage type of a site from Commercial to Residential, ESN 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> <p>Where there is a Smart Non Participation change requested as part of the CoCD and a Change of Supplier is in progress the requested Smart Non Participation change will be deemed invalid and the message in its entirety will be rejected using Market Message 014R (Rejection Code CIP).</p> <p>Where the Smart Non Participation change requested as part of the CoCD is not permitted the requested Smart Non Participation change will be deemed invalid and rejected using Market Message 014R.</p> <p>Where there is a Smart Data Services change requested as part of the CoCD and a Change of Supplier is in progress the requested Smart Data Services change will be deemed invalid and the message in its entirety will be rejected using Market Message 014R (Rejection Code CIP).</p>	

Process Step		Role	Process Step Description	Interface
			<p>Where the Smart Data Services change requested as part of the CoCD is not permitted the requested Smart Data Services change will be deemed invalid and rejected using Market Message 014R.</p> <p>Where an invalid email address is received as part of the CoCD the message will be rejected in its entirety using Market Message 014R.</p> <p>Where the current Meter Point Status is 'D' or 'DR' the message will be rejected in its entirety using Market Message 014R</p> <ul style="list-style-type: none"> • If the CoCD is found invalid - next step 6 • If the CoCD passes the validation - next step 10 • If the Smart Non Participation change is invalid next step 6 (to reject invalid Smart Non Participation change) If the Smart Data Services change is invalid next step 6 (to reject invalid Smart Data Services change) 	
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 - next step 10	
9	Manually report changes in Technical Master Data	ESBN	Where a change in Technical Master Data is observed it is manually reported - next step 26	
10	Determine scope of changes	ESBN	<p>If the notification is valid, ESBN will determine if changes are required for DUoS Group, Customer Details, Smart Non Participation details, Smart Data Service 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"> • Changes only include Automatic Changes – next step 11 • Include both Automatic and Manual Changes – next step 11 and step 24 • Changes only include Manual Changes – next step 24 	

Process Step		Role	Process Step Description	Interface
			<p>Automatic changes include :</p> <ul style="list-style-type: none"> - Name - Correspondence address - Contact details - Special needs - Economic activity indicator - Change of use (Duos change from DG1 & DG2 to DG5) - Medical Equipment - Access instructions - Smart Non Participation details Smart Data Services <p>Manual Changes include:</p> <ul style="list-style-type: none"> - Change of Customer use (DG5 --> DG1 & DG2 to DG5) - Change of Site address 	
11	Determine if Meter works required	ESBN	<p>Automatic CoCD updates excluding Smart Non Participation and Smart Data Services - Next step 11</p> <p>For Smart Non Participation and Smart Data Services:</p> <p>If removing NTNP 02 or MVNA 03 next step go to MPD 13 – Planned Meter Exchange</p> <p>If requesting a change of Smart Interval Data Services and associated MCC next step 12</p>	
12	Meter Works Required	ESBN	<p>ESBN determines if Meter Works are required</p> <p>If smart meter is installed and</p> <ul style="list-style-type: none"> • CTF value is 02 03 or 04 go to step 14– Perform Remote MCC change <p>If remote works aren't possible</p> <ul style="list-style-type: none"> • Initiate Meter works Site Visit - next step 13 	
13	Initiate Meter Works site visit	ESBN	<p>Create Service Order for Site Visit</p> <ul style="list-style-type: none"> • ESBN will initiate the change to Non Interval on the MPD 11 Changes to Meter Configuration. Process continues at Step 15 	

Process Step		Role	Process Step Description	Interface
14	Perform Remote MCC change	ESBN	<p>Supplier requested a change of Smart Data Services</p> <ul style="list-style-type: none"> Where Smart Interval Data Service (01) is requested and the comms are feasible and Smart Non Interval Data Service previously existed. ESNB will initiate the change to Interval on the MPD 35 Change of Metering Non QH to Interval Where Smart Non Interval Data Service (02) is requested. ESNB will initiate a change to Non Interval on the MPD 35.1 - Change of Smart Data Services from Interval to Non Interval and on completion update the Customer record. Where Smart Non Interval Data Services (02) is requested and the change is from a legacy MCC to a Smart MCC, ESNB will initiate the change to Non Interval on the MPD 11 Changes to Meter Configuration. <p>Remote MCC change performed Process continues with step19</p> <p>Remote MCC change Failure Proceed with Step 15</p>	
15	Determine if MCC change failure is for Interval or Non Interval change	ESBN	<p>For Non-Interval changes – next step 13 and if site visit unsuccessful Advise Supplier of remote MCC Change failure step 16</p> <p>For Interval changes, Advise Supplier of remote MCC Change failure step 16 and no further action.</p>	
16	Advise Supplier of remote MCC Change failure	ESBN	Remote MCC Change failure is sent to the Supplier on the MM014R	014R MM
17	Receive advice of remote MCC Change failure	Supplier	Receive advice of remote MCC Change failure	
18	Ad hoc change to CTF or SNP details	ESBN	<p>ESBN will determine that a change to the CTF value has occurred</p> <ul style="list-style-type: none"> Initial updating of CTF Ad hoc updating CTF <p>Or</p>	

Process Step		Role	Process Step Description	Interface
			<p>ESBN will determine that a change to SNP details has occurred</p> <ul style="list-style-type: none"> • Non-Technical Non Participation • Multi Visit No Access • Smart Exchange Deferred 	
19	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>If adding or removing Non-Technical Non Participation (02)* or Multiple Visits No Access (03) from MPD 13 - Planned Meter Exchange, then update customer data</p> <p>If adding or removing Smart Meter Exchange Deferred (04) from MPD 13, then update MPRN data</p> <p>If adding Smart Non Interval Data Services(02) from MPD 35.1- Change of Smart Data Service from Interval to Non Interval then update customer data</p> <p>If Smart Interval Data Services (01) from MPD 35 - Change of Metering Non QH to Interval then update customer data. If CTF updated to ,01,02,03 or 04 then update customer data Automatic changes to customer data are updated – next step 20 & step 32</p>	
20	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> <p>For Smart Data Services:</p> <p>If adding Smart Data Services Interval or Non Interval a confirmation is sent to the supplier via the MM114</p> <p>If Smart Non Participation codes 02, 03 or 04 are added or removed a confirmation is sent to the Supplier via the MM114 (for specific CoS rules see MPD01 and MPD02).</p>	114 MM

Process Step		Role	Process Step Description	Interface
			If CTF updated to,01,02,03 or 04 then a confirmation is sent to the Supplier via the MM114.	
21	Send confirmation of CoCD	ESBN	Where ESBN has carried out an update to the CTF value and a CoS is in Progress then ESBN will confirm the customer details to the new Supplier . Following automatic updating of CTF, a Market Message will issue to the new Supplier confirming details have been updated	114MM
22	Receive confirmation of CoCD	New Supplier	Supplier receives confirmation message that CTF has been updated	
23	Receive confirmation of CoCD	Supplier	Supplier receives confirmation message that CoCD has been updated	
24	Determine if change of DUoS Group flagged (DG5 ---> DG1 or DG2)	ESBN	ESBN will determine if change of DUoS Group is flagged (DG5 ---> DG1 or DG2) <ul style="list-style-type: none"> • DUoS Group change flagged – next step 25 • No DUoS Group change – next step 26 	
25	Investigate DG change and update request with outcome	ESBN	ESBN will investigate DG change and update request with outcome	
26	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 ESBN <ul style="list-style-type: none"> • CoCD invalid – next step 27 • CoCD valid – next step 29 	
27	Send rejection of CoCD to Supplier	ESBN	ESBN will send a rejection message to the registered Supplier where the CoCD fails validation	014R MM
28	Receive rejection of CoCD	Supplier	Supplier receives rejection message	
29	Update customer data	ESBN	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. Where the CoCD passes validation ESBN will update the customer data – next step 30 & 32	

Process Step		Role	Process Step Description	Interface
30	Send confirmation of CoCD to Supplier	ESBN	ESBN will send message to the registered supplier confirming update of CoCD	114 MM
31	Receive confirmation of CoCD	Supplier	Supplier receives confirmation message that CoCD has been updated	
32	Determine if QH site	ESBN	Following update of CoCD, ESBN will determine if the site is QH: <ul style="list-style-type: none"> • Site Unmetered/ isNon QH – process ends • Site is QH – next step 33 	
33	Notify TSO of CoCD	ESBN	For QH sites ESBN confirm customer details to TSO	114 MM
34	Receive notification of CoCD	TSO	TSO receive notification of customer details	
35	QH site updated	TSO	TSO update site data	