

MARKET PROCESS DESIGN

MPD 22 - Market Process for Customer Data Request

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1 Introduction

1.1 Scope

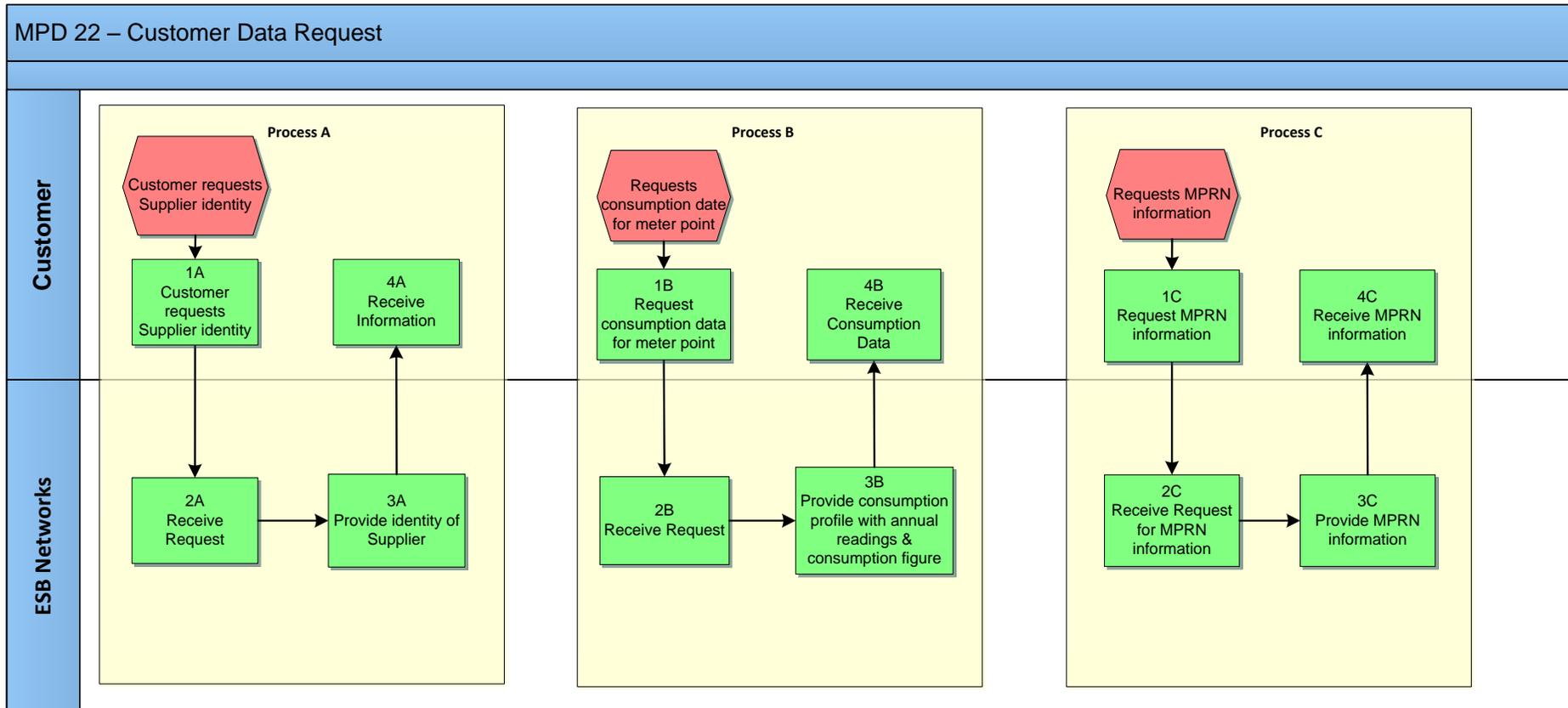
This Procedure describes the process for Data Requests made by a Customer.

1.2 History of Changes

This Procedure includes the following changes:

Version in which last change Implemented	Source of Change	Description of Change
Draft	MIG 15/10/03	Update steps 5 and 6 to refer to agent acting on customer's behalf and to remove Telephone from text response to request Standardised on use of QH/NQH terminology
Draft	MIG 15/10/03	Update of process to show customer requests for supplier identity being processed by MRSO <i>Updates arising from Supplier clarifications</i>
Draft	Proposed Modification 1	Re-worded text on box 5
Draft	Proposed Modification 2	Fax removed from Box 6
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Customer requests separated into Process for A, B and C

2. Process Map



2.1 Process Description

Process Step		Role	Process Step Description	Interface
Process A				
1A	Customer requests Supplier Identify	Customer	A customer may request the identity of the registered Supplier at a given MPRN or Meter Point address.	Telephone, Fax, Letter, E-mail
2A	Receive request	ESBN	ESBN receive customer request	
3A	Provides identity of Supplier	ESBN	ESBN will provide the identity of the registered Supplier in writing to the Meter Point address or to the notification address if different. This facility enables a customer such as a new tenant or occupier, if they are not aware of the identity of a current Supplier to obtain this data.	Letter
4A	Receive information	Customer	Customer receives information from ESBN	
Process B				
1B	Request consumption data for Meter Point	Customer	A customer may request consumption data for a specified QH Meter Point. The customer will be liable to the agreed charge for providing a consumption profile This data may also be requested by a third party who has been nominated by the customer to act on their behalf i.e. the registered supplier, a potential supplier or another third party.	Fax, Letter, E-mail
2B	Receive request	ESBN	ESBN receive customer request	
3B	Provides consumption profile with annual readings & consumption figure	ESBN	ESBN will provide to the customer a consumption profile determined from interval data collected in the last year (if available) and an annual consumption figure. Consumption data may be provided: i) to the Meter Point address or notification address; or ii) by e-mail to the customers registered e-mail address.	Letter, E-mail
4B	Receive consumption data	Customer	Customer receives information from ESBN	

Process Step		Role	Process Step Description	Interface
Process C				
1C	Request MPRN information	Customer	A customer may request the MPRN at a given Meter Point address and / or the identity of the registered Supplier at a given MPRN or Meter Point address.	Telephone, Fax, Letter, E-mail
2C	Receive request for MPRN information	ESBN	ESBN receive customer request	
3C	Provide MPRN information	ESBN	ESBN will provide the MPRN in writing to the Meter Point address or to the notification address if different. This facility enables a customer such as a new tenant or occupier, if they are not aware of the MPRN required to register with a new Supplier, to obtain this data.	Letter
3D	Receive MPRN information	Customer	Customer receives information from ESBN	