

Retail Market Procedure NI 24

Change to Customer Details

31/08/2016

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1. Introduction

1.1 Scope

This document is the Retail Market Procedure for Change to Customer Details in Northern Ireland.

The procedure describes the receipt of a Change to Customer Details Request from a Supplier and includes the following:

- Requests for changes to Meter Point Address
- Changes to Customer Name
- Changes to Customer Contact details
- Creation of or changes to Notification Address (Including Creation / Deletion of PO Box address)
- Creation of or changes to Technical Contact details and Technical Contact address details
- Creation of, changes to or deletion of Medical Equipment Special Needs (MESN) Details
- Creation of, changes to or deletion of Customer Service Special Needs Details
- Creation of, changes to or deletion of Access Instructions
- Requests for changes of Usage
- Notification of changes to Economic Activity Indicator
- Creation of, changes to or deletion of meter reader password
- Notification that a site is Long Term Vacant

This procedure also includes:

- the receipt of a Medical Equipment Special Needs leaflet from a Customer;
- the update of the Critical Care Register where a Supplier has supplied Medical Equipment Special Needs or where they are no longer required;
- the notification of a Meter Point Address change by a Customer to NIE Networks by telephone; and
- the update of the Keypad PRI system where the Customer name or Meter Point Address has changed in order to keep names and addresses across systems aligned.

This procedure excludes Change of Legal Entity or Change of Tenancy. Refer to MP NI 25 Change of Legal Entity.

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1.2 History of Changes

Version	Source of Change	Description of Change
0.1		Initial draft version.
0.2	P Merkens	Updated for MCRs 1009, 1038 and DR 1073
0.91	P Merkens	Issued for SIG Review
0.92	P Merkens	Updated following SIG Workshop
0.93	P Merkens	Removal of use of message 210 to communicate Change of Usage readings
0.94	J-E Smith	Final Draft Issued for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	A Ferguson	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR1110/CRID163
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms
2.1.1	J-E Smith	CDA Board Approved <ul style="list-style-type: none">• Updated for DR1132/CRID177
3.0	NIE Networks	Updated to incorporate change of name from NIE to NIE Networks

1.3 Document References

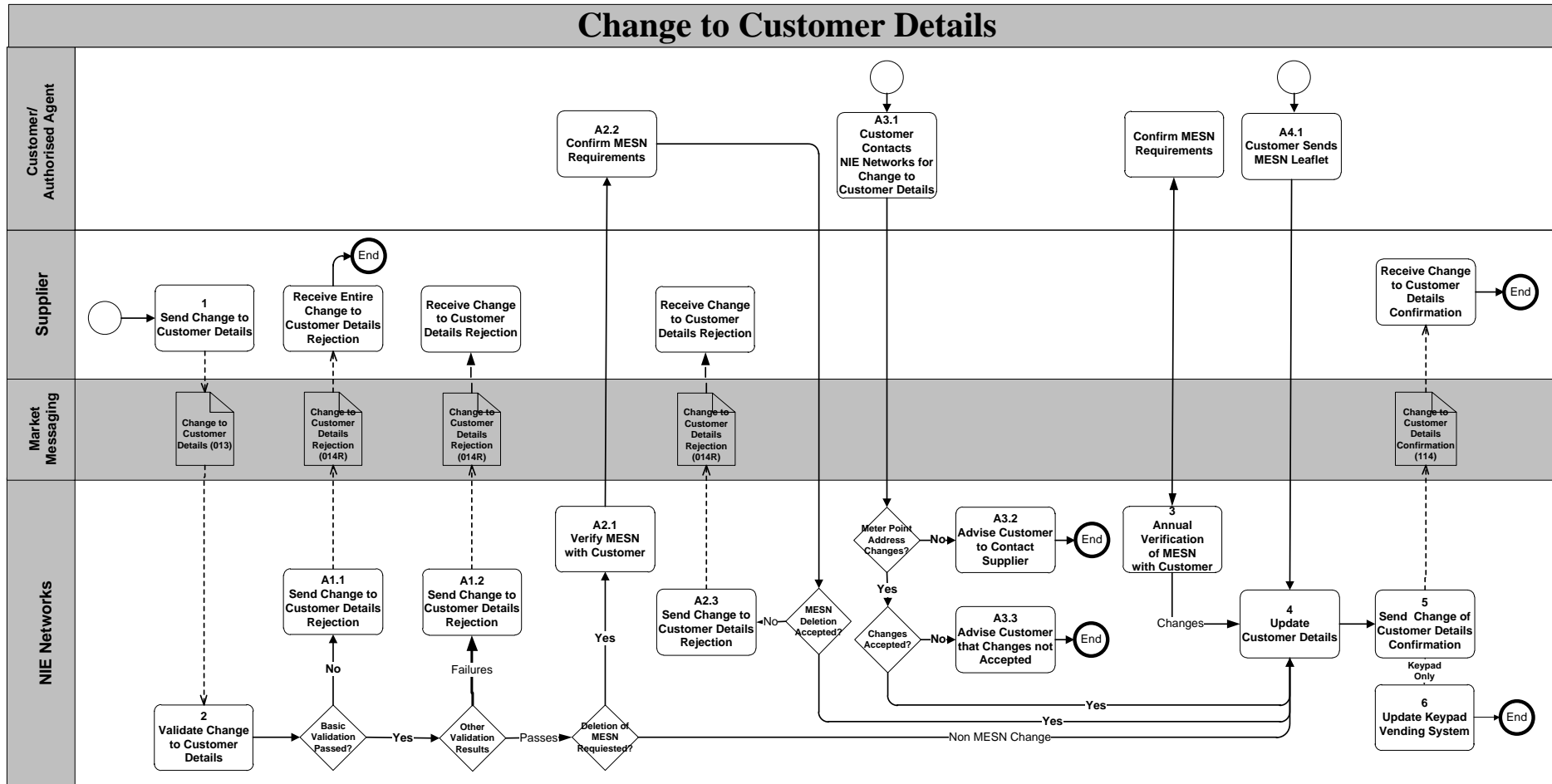
Document	Document Reference
MP NI 1	Change of Supplier Non-Interval
MP NI 2	Change of Supplier Interval
MP NI 5	New Non-Interval Metered Connection
MP NI 6	New Interval Metered
MP NI 25	Change of Legal Entity
MP NI 39	NI Market Procedures - Glossary of Terms

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2. Procedure Description

2.1 Change to Customer Details

2.1.1 Process Flow Diagram



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2.1.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>The Supplier must advise NIE Networks of changes to any of the following Customer and site data whenever they become aware that a change has occurred:</p> <ul style="list-style-type: none"> • A change to the Meter Point address • A change to the Customer Name • A change to the Economic Activity Indicator • A Change of Usage • For Residential Customers, any change in Medical Equipment Special Needs (MESN). <p>If there is a change in MESN, the Supplier should also advise the Customer (or their representative) to contact NIE Networks and should provide NIE Networks with contact details.</p> <p>Suppliers should also keep NIE Networks informed of changes to the following data:</p> <ul style="list-style-type: none"> • Customer Service Special Needs • Requirement for password for meter reader access • Customer Contact details, that NIE Networks can use to contact the Customer in an emergency or to make any Appointments. This should not be an agent. • Notification Address, which may be those of an authorised agent, that NIE Networks should use to contact a Customer if this is different from the Meter Point address. Where a Supplier has a Customer who wishes to use a correspondence address other than that which a Supplier would provide to NIE then the Supplier should advise the Customer to contact NIE Networks directly. • Technical Contact • Updates of Access Instructions • Long Term Vacancy <p>Suppliers may also report a change of Customer details in conjunction with a Registration Request. Refer to:</p> <ul style="list-style-type: none"> ▪ MP NI 1 Change of Supplier Non-Interval ▪ MP NI 2 Change of Supplier Interval ▪ MP NI 5 New Non-Interval Metered Connection ▪ MP NI 6 New Interval Metered. 	

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Step	Role	Action	Interface
2	NIE Networks	NIE Networks will validate the Change to Customer Details message (see section 2.1.3).	
A1.1	NIE Networks	If the Change to Customer Details message fails basic validation, NIE Networks will send a Change to Customer Details Rejection market message to the Supplier with one or more rejection reasons and the process terminates.	014R to Supplier
A1.2	NIE Networks	If the Change to Customer Details message fails any other validations, NIE Networks will send a Change to Customer Details Rejection market message to the Supplier with one or more rejection reasons from a predefined list for the requested changes that have not been applied. A Supplier could receive both a Change to Customer Details Rejection and a Change to Customer Details Confirmation market message if some changes are rejected and some are accepted.	
A2.1	NIE Networks	If a deletion of MESN has been notified on the Change to Customer Details message, NIE Networks will contact the Customer to confirm the change in MESN requirements.	
A2.2	NIE Networks	NIE Networks will take a decision as to whether to accept the deletion. If the deletion is not accepted, NIE Networks will send a Change to Customer Details Rejection market message to the Supplier. Multiple 014R's can be issued from one 013. There would be one 014R for automated changes and one for manual changes that are applied.	014R to Supplier
A3.1	Customer	A Customer may contact the NIE Networks service centre to notify NIE Networks of a change to customer details.	Telephone
A3.2	NIE Networks	If the changes do not relate to Meter Point address, the NIE Networks service centre agent will advise the Customer to contact their Supplier. Only Meter Point address updates will be accepted directly from the Customer via the telephone. All other changes to customer details must be advised from the Supplier.	Telephone

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Step	Role	Action	Interface
A3.3	NIE Networks	The proposed changes to Meter Point address will be referred to the NIE Networks Address Management team and if a decision is taken not to accept the changes, the Customer will be advised by telephone.	Telephone
A3.4	Customer	A Customer may send a completed Medical Equipment Special Needs leaflet to NIE Networks.	
3	NIE Networks	NIE Networks will undertake an annual review of the requirement for continuing critical care MESN by contacting the Customer at each site for which NIE Networks holds medical equipment records.	
4	NIE Networks	<p>If some or all of the changes notified by a Supplier in the Change to Customer Details message are accepted, NIE Networks will update the customer details with the information supplied on the Change to Customer Details market message.</p> <p>If changes have been notified directly by a Customer via the telephone or a completed MESN leaflet and have been accepted or changes are made as a result of annual MESN review, NIE Networks will update the customer details.</p> <p>Change of Usage</p> <p>For Non-Interval metered sites the Change of Usage will take effect from (in order of preference):</p> <ul style="list-style-type: none"> • The day after any previous billable reading since last DUoS Bill • The day after the last DUoS Bill <p>The Change of Usage will take effect from the message receipt date for Interval meters.</p>	
5	NIE Networks	<p>NIE Networks will send a Change to Customer Details Confirmation market message to the Supplier to confirm the changes that have been accepted. More than one change can be advised on one 114 MM. Multiple 114s can be issued from one 013. There would be one 114 for automated changes and one for manual changes that are applied.</p> <p>Where NIE Networks detect a change of Meter Point Address independently of a Supplier request NIE</p>	114 to Supplier

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Step	Role	Action	Interface
		Networks will inform the Supplier. Where NIE Networks detects a change in the requirements for continuing critical care medical equipment needs other than from a Supplier then NIE Networks will inform the Supplier and, if in contact with the Customer, advise the Customer to contact the Registered Supplier.	
6	NIE Networks	For keypad customers, NIE Networks will update the Keypad Transaction System with any changes to Customer name or Meter Point address.	

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2.1.3 Change to Customer Details Validation

A Change to Customer Details will be rejected due to a basic validation failure if:

- The MPRN is not valid.
- The MPRN Status is “Terminated ” or “Assigned”
- The Supplier is not registered to the Meter Point.
- The 013 message fails field or segment level validation (please refer to ‘NI Market Message Implementation Guide – Customer Data and Agreements’ for details of message validation).

Elements of a Change to Customer Details will be rejected if:

- A change of Usage is inconsistent with the current meter configuration.
- A change to the Meter Point address is reviewed by NIE Networks and determined to be invalid
- A Long Term Vacancy is advised which is not confirmed by the previous two meter reader observations

NIE Networks will review a change of Meter Point address. Queries will be manually advised to the Supplier. If the update is accepted the Supplier will be notified via a Change to Customer Details Confirmation message.

2.2 Supplementary Information

Where the Customer is connected at HV then if there is a change to details (Meter Point Address, Customer Name) that affect the Connection Agreement, NIE Networks will require the Customer to agree a new or revised Connection Agreement.

In cases where the Supplier does not have a Supply Agreement with the Customer that includes a clause to cover Customer acceptance of the NIE Networks Connection Conditions. NIE Networks will take appropriate action to obtain a Connection Agreement.

NIE Networks is entitled to initiate de-energisation of the Meter Point in accordance with its Connection Agreements and Connection Conditions, including termination of a Connection Agreement through any cause.