

The MRA Agreed Procedure for the update of Customer Information across Market Participants

MAP 22

Version : 1.0
Status : Final
Date : 1st September 2014
Document Reference : MAP 22 v1.0

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Version: 1.0 Page 1 Date: 1st September 2014
Status: Agreed Document Reference: Final_MAP22_v1.0

Change History

Version Number	Status	Date of Issue	Reason for Change
0.1	For Review	17/04/2014	Initial outline draft for presentation to IREG for comment on structure and high level content
0.2	For Review	07/05/2014	Updated draft for presentation to IREG for comment on structure and content.
0.3	For Review	14/05/2014	Updated following discussions at IREG_14_0514
0.4	Agreed	26/06/2014	Update following discussions at MDB_14_0626

Quality Assurance

Name	Role & Responsibility	Signature	Date
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Introduction

1. Background

"The March 2014 DECC report, 'Severe Weather – Christmas 2013, a review of Electricity Distribution Industry Performance' established two clear priority actions related to communication with customers who have a disruption to their power supply, to ensure that they experience as little inconvenience as possible'. These were:

1. Ensure DNOs have access to better customer contact details by October 2014, allowing them to proactively contact those who are disrupted, to provide accurate information.
2. Establish a single national number for customers to contact their DNOs in the event of a disruption.

IREG met on Wednesday 9th April 2014 to discuss how customer contact details could be provided. They agreed that to meet these tight timescales, the most viable option would be for Suppliers to provide a complete "refresh" of contact data to DNOs by mid-September 2014 whilst also considering changes to the D0302 Data Flow.

A further "refresh" of the data would need to be provided within 20 Working Days after implementation of any proposed changes to the D0302 Data Flow to ensure that no customer data is lost or over-written in the process.

2. Purpose

This Procedure describes the actions Suppliers and Distribution Business are required to undertake and manage the transfer of Customer Information between them. This Procedure enables Supplier's to transfer the relevant data to Distribution Businesses under Clause 42.2 of the MRA.

Distribution Businesses will only use this customer information to contact the customer concerning disruptive events impacting that customer's connection to the network. This does not include for marketing purposes.

3. Document Scope and Objectives

3.1 Scope

The scope of the procedure is limited to passing of customer information from Suppliers to Distribution Businesses 1) Date and Timestamp of extract 2) MPAN 3) Full Customer Name 4) Up to four E-mail addresses (subject to Section 5 – Pre-requisites), 5) Up to four customer telephone numbers.

3.2 Objectives

The objectives of this procedure are to ensure that the specified customer information held by Suppliers is transferred to Distribution Businesses before the start of winter 2014 whilst looking at the development of changes to the Data Transfer Catalogue (DTC) to support on-going updates between parties. On implementation of the DTC changes a further extract update will be carried out to ensure that no customer information is lost or over-written thus ensuring that the data held by the Distribution Businesses is as up to date as possible at the point the new processes go-live.

3.3 Exclusions

None

3.4 Associated References

The glossary below references the Electricity Act 1989 Standard conditions of electricity supply licence clause 25B.6 through to 25B.12.

The following definitions are used in this Procedure.

Acronym	Term	Definition
CP	Change Proposal	As defined in the MRA
	Data Item	As defined in the Data Transfer Catalogue
DTC	Data Transfer Catalogue	Means the catalogue of data flows, data definitions and data formats in the form approved under this Agreement, as amended from time to time in accordance with Clause 9;
DPA	Data Protection Act	Data Protection Act 1998.
	Electricity Supply Licence	Means a licence to supply electricity granted by the Authority under Section 6(1)(d) of the Act;
IREG	Issue Resolution Expert Group	As defined in the MRA
MDB	MRA Development Board	A sub-committee of the MEC, which considers all CPs and has delegated authority from MEC to make the decision whether to accept or reject proposals and the timing of their implementation.
MEC	MRA Executive Committee	As defined in the MRA.
MRA	Master Registration Agreement	As defined in the MRA

Acronym	Term	Definition
MRASCo	MRA Service Company	As defined in the MRA
	Supplier	Means any holder of an Electricity Supply Licence.
DNO	Distribution Business	As defined in the MRA

4. Context

"The March 2014 Department of Energy and Climate Change (DECC) report, 'Severe Weather – Christmas 2013, a review of Electricity Distribution Industry Performance' established a number of priorities, one of which being to ensure communication is had with customers who have a disruption to their power supply.

MAP ZZ exists to facilitate the passing of relevant customer information held by Suppliers to Distribution Businesses in order to achieve the October 2014 timescales.

MAP ZZ also ensures that the process can be re-run post the implementation date of the change proposal which introduces the changes to the Data Transfer Catalogue.

5. Pre-requisites

Prior to the implementation of the MRA Agreed Procedure:

- Each Supplier shall provide a nominated contact including telephone and email per MPID which will default to the MRA Contract Manager unless the MRASCo Secretariat is notified otherwise.
- Each Distribution Business shall provide a nominated contact including telephone and email per MPID which will default to the MRA Contract Manager unless the MRASCo Secretariat is notified otherwise.
- Suppliers should conduct their own impact assessment(s) on whether to include email addresses in the extract. The inclusion of email addresses is subject to Supplier's impact assessment.

6. Procedure

All Suppliers shall follow the procedure listed below:

1. Create an extract of the following customer information:-
 - a. MPAN
 - b. Full Customer Name
 - c. Up to four E-mail addresses (subject to section 5 – Pre-requisites)
 - d. Up to four customer telephone numbers

N.B. The data above for each MPAN should be contained on one line. Each MPAN should be differentiated by a carriage return.

2. Create per Distribution Id, a standard pipe delimited file format file, with a standard DTN header containing the Supplier MPID, Distribution Business MPID and Date and Time of the extract followed by the information extracted as per the examples below:

Example 1 (Four Email address/four telephone numbers known):

```
Supplier MPID|Distribution Business MPID| Date and Time of extract|  
1234567890123|Mr A Example|Email Address1|Email Address2||Email  
Address3||Email Address4|Telephone1|Telephone2|Telephone3|Telephone4|
```

Example 2 (One Email address/one telephone number known):

```
Supplier MPID|Distribution Business MPID| Date and Time of extract|  
012345678912|Mrs B Example|Email Address1| | | |Telephone1| | | |
```

Example 3 (Email address not available or not supplied/two telephone numbers known):

```
Supplier MPID|Distribution Business MPID| Date and Time of extract|  
012345678912|Mrs B Example| | | | |Telephone1|Telephone2 | | |
```

The examples are displayed in further detail in Annex 1

3. Create a zip file for each of the files per Distribution Business Id and name the files in the format of SupplierMPID_DistributionBusinessMPID_date.zip

4. The Supplier shall upload the various zip files created into their Supplier folder set up in nominated Huddle workspace and shall inform the Secretariat files have been uploaded via Huddle within 5 Working Days of the commencement of the phase start (phase start dates are listed in section 7).

5. MRASCo Secretariat shall within 2 Working days of the Suppliers advising completion of the uploading of the zip files to their folders move each of the files and place them into each Distribution Business folder as specified by each file name format and notify the Distribution Business via Huddle .

All Distribution businesses shall then follow the procedure listed below:

1. Download the various zip files by Distribution Business Id placed into their folders within the nominated Huddle workspace.

2. The Distribution Business shall then confirm to MRASCo Secretariat via Huddle of processing of zip files within 2 Working Days of being advised by the Secretariat of the availability of their zip files.

MRASCo Secretariat shall follow the procedures listed below:

1. MRASCo Secretariat shall within 2 Working days of the Suppliers advising completion of the uploading of the zip files to their folders move each of the files and place them into each Distribution Business folder as specified by each file name format and notify the Distribution Business via Huddle .

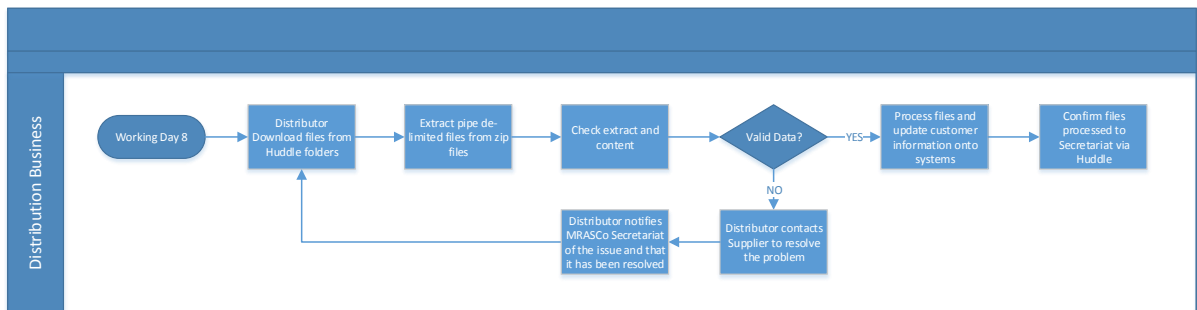
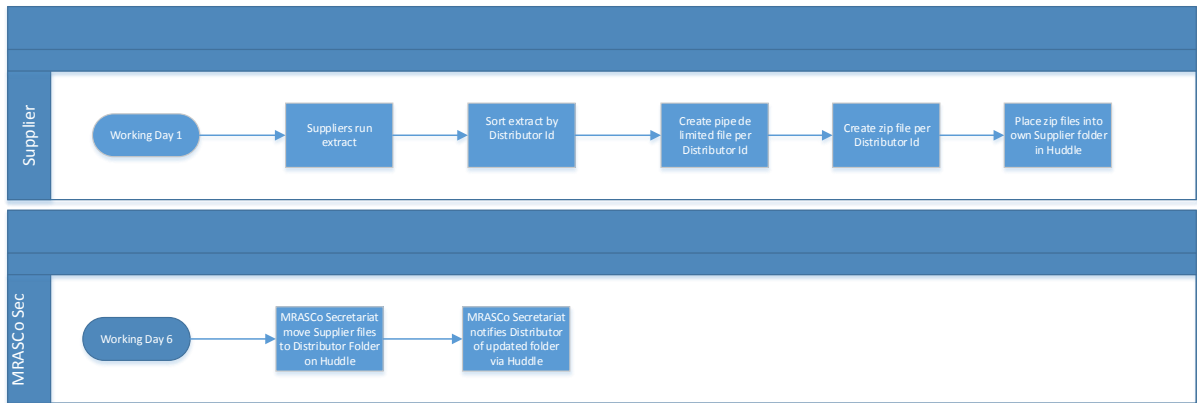
2. MRASCo Secretariat will delete all Supplier provided zip files following confirmation from Distribution Businesses of the download of their zip files. After 20 Working Days MRASCo Secretariat will delete all remaining zip files from huddle.

7. Timeline

Phase 1 of the extract will commence on 13th September 2014.

Phase 2 of the extract will commence 20 Working Days following the implementation of changes to the D0302 Data Flow.

The following flow diagram shall be followed for the two phases of the procedure outlined in Section 6.



8. Annex 1: Format and Naming of Pipe delimited files

Supplier MPID|Distribution Business MPID| Date and Time of extract|

1234567890123|Mr A Example|Email Address1|Email Address2||Email Address3||Email Address4|Telephone1|Telephone2|Telephone3|Telephone4|

012345678912|Mrs B Example|Email Address1| | |Telephone1| | |