

GDOP 09 – Green Deal Licensee Updates to Bill Payer Details

Document Control

| Version | Status | Author | Release Date | Reason for release |
|---------|----------|-----------------------------|--------------|--|
| 1.0 | FINAL | MRA Green Deal Project | 02/07/2012 | Baseline technical requirements for the provision of revised Bill Payer Details from the Green Deal Licensee to the Green Deal Provider via the GDCC |
| 2.0 | FINAL | MRA Green Deal Project | 23/07/2012 | Revised baseline |
| 3.0 | FINAL | Dan Cante, Paul McDowell | 15/02/2013 | Updated baseline for GDCC R02.0 |
| 3.1 | DRAFT | Dan Cante | 11/04/2013 | Updated to align with confirmed requirements for GDCC release R04.0, issued for comment |
| 4.0 | APPROVED | Dan Cante | 14/05/2013 | Baseline requirements for release R04.0 issued as approved. |
| 4.1 | APPROVED | Paul McDowell | 23/07/2013 | Corrections and clarifications to the process |
| 5.0 | APPROVED | Andy Bard | 22/11/2013 | Baseline requirements for release R05.0 issued as approved. |
| 6.0 | APPROVED | Andy Bard | 02/01/2014 | Baseline requirements for release R06.0 issued as approved. |
| 7.0 | APPROVED | Andy Bard | 23/07/2014 | Baseline requirements for release R07.0 issued as approved. |
| 8.0 | APPROVED | Alex Tear | 04/12/2014 | Baseline requirements for release R08.0 issued as approved. |
| 9.0 | APPROVED | Andy Bard | 30/07/2015 | Baseline version for release R09.0 |
| 10.0 | APPROVED | Alex Tear | 25/02/2016 | Baseline version for release R10.0 |
| 11.0 | APPROVED | Gary Bilton | 30/03/2016 | Baseline version for release R11.0 |
| 12.0 | APPROVED | Gary Bilton | 21/07/2016 | Baseline version for release R12.0 |

Document Purpose

This document provides a technical overview of the GDCC and associated functionality required to support the GDCC Green Deal Market Scenarios (GDMS) as defined within the *MRA Agreed Procedure for the Green Deal Central Charge Database* (“MAP 18”).

For the avoidance of doubt, this document is not maintained under the governance of the MRA Change Process, but rather is under the control of the MRASCo Central Administration Service (CAS) for use in the development and testing of GDCC solutions and as such forms part of the agreed GDCC User Requirements Specification for the release R12.0 baseline.

Summary

This scenario covers (from a GDCC perspective) the process whereby the Green Deal Licensee sends any initial Bill Payer details and/or identified changes in the current Bill Payer details to the GD Provider via the GDCC. As such, it includes:

- The sending of initial/updated Bill Payer information to the GDCC;
- Validation of the update request by the GDCC, and subsequent onward transfer to the GD Provider where it is valid;
- GDCC responses to the Green Deal Licensee for both successful and unsuccessful data update requests; and
- GD Provider responses to confirm receipt of the updated data.

The following DTN data flows are used within this process:

- D0320 GD Provider Response to GDCC
- D0326 Green Deal Licensee Update to Bill Payer Details
- D0338 Update to Bill Payer Details
- D0343 Response from GDCC to GD Licensee

Market Process Scenario

The process steps within this scenario are aligned to those in the accompanying process workflow. A list of reject codes is also provided cross-referenced to the market scenario

| Step | Activity | Input Step | Output Step |
|------|--|------------|-------------|
| 1.1 | Where the Green Deal Licensee identifies a need to update or add information relating to a Bill Payer's details, and the relevant Green Deal Plan record is at a status of 'LIVE', they will send such information to the GDCC via the D0326 data flow | STARTS | 1.2 |

| Step | Activity | Input Step | Output Step |
|------|--|------------|-------------|
| 1.2 | <p>The D0326 data flow will contain the following:</p> <ul style="list-style-type: none"> a) The Green Deal MPAN Core for which details are being updated; b) A unique Party Instruction Number; c) The Bill Payer Details EFD; d) A Change of Account Indicator, to be used in the following scenarios; <ul style="list-style-type: none"> i) 'N' (Notification of Initial Bill Payer Details) - After accepting a D0325 'I' flow in GDOP 05 (when a plan first goes LIVE); ii) 'C' (Change of Bill Payer on CoS) - After accepting a D0325 'C' flow (on a CoS) under GDOP 17; iii) 'A' (Change of Account has occurred) – when a change of Account occurs; iv) 'O' (Occupier) – when there is no current known bill payer and an 'Occupier' account has been set up in the interim; v) 'U' (No Change of Account has occurred but there are Bill Payer updates) – where some of the current Bill Payer Name(s) remains the same but other details have been updated (telephone number etc) or Bill Payer Names have been added or removed. e) Any updated details for the following: <ul style="list-style-type: none"> 1) Bill Payer Name; 2) Bill Payer Telephone Number; 3) Company Registration Number; 4) Mailing Address Information. <p>NOTE:</p> <p>The GDCC will only accept one Telephone number per Bill Payer. If the same Bill Payer Name is sent more than once (commonly to add more than one Bill Payer Telephone Number to a Bill Payer), the GDCC will treat this as a duplicate and will, apart from the first, ignore all 12H groups. A Supplier should send the Preferred Telephone Number.</p> | 1.1 | 2.1 |

| Step | Activity | Input Step | Output Step |
|------|---|------------|-------------|
| 2.1 | <p>On receipt of the incoming D0326 data flow, the GDCC will perform validation checks to ensure that:</p> <ul style="list-style-type: none"> a) All mandatory data items are present; b) Based on the information in ECOES, the Green Deal Licensee is the registered Supplier for the Green Deal MPAN Core at the effective date they are providing details for; c) The Party Instruction Number provided is unique for the sending party; d) The Green Deal MPAN Core provided relates to one (or more) Green Deal Plan records with a status of 'LIVE'; e) That Bill Payer updates provided are in the expected format; f) The Change of Account Indicator is valid; and <ul style="list-style-type: none"> i) Where the Change of Account Indicator is 'N', that there is a GD Plan without Bill Payer Details for the MPAN; g) The Green Deal Licensee MPID is both valid and associated with the appropriate role in GDMD for the effective date of the proposed Green Deal Plan record update(s). h) For the Bill Payer Details Effective From Date (EFD) that; <ul style="list-style-type: none"> i) In the instance the Change of Account Indicator is 'N' "Effective From Date" is the same as the first GD Charge Start Date (found in the D0325 '1') for a GD Plan; and for all other instances ii) <i>Does not</i> pre-date previously sent Bill Payer EFDs for any plans associated with the MPAN <p>NOTE:</p> <p>In the scenario where an "Occupier account" has initially been set up by a Supplier (and 'Occupier Account' Bill Payer details sent), then subsequently the Supplier identifies Bill Payer 'A' as the actual Bill Payer for that period; for the new actual Bill Payer 'A' details, the GDCC will allow an Effective From Date (EFD) equal to the previously sent EFD for the "Occupier" Bill Payer details. This will effectively overwrite the "Occupier" Bill Payer record with the actual Bill Payer 'A' record. The supplier must send Bill Payer 'A' details first (and overwrite the 'Occupier' Bill Payer record) before sending further Bill Payer records for future periods.</p> | 1.2 | 2.2 |

| Step | Activity | Input Step | Output Step | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|------------------|---|------------------------|------------------------|------------------------|------------------|------------------|--------|------------------|------------|--|--|--|--|-----------------|------------------------|------------------------|------------------|------------------|--------|----------|------------|--|--|--|--|-----------|------------|--|--|--|--|-----|--|
| 2.2 | <p>The GDCC will update internal logs and records and process data according to the results of the validation undertaken at step 2.1.</p> <p>a) Where the Change of Account Indicator in the D0326 is 'N';</p> <p>i) the GDCC will record the initial Bill Payer details received for any GD Plans with an EFD as received in the D0326 and a blank ETD.</p> <p>ii) for any existing GD Plans (on the same MPAN which already have current Bill Payer details), the GDCC will 'End Date' the previous Bill Payer details (with ETD as EFD (in D0326) -1 day) and create a new Bill Payer details record with an EFD (as received in D0326) and a blank ETD.</p> <p>b) For all other Change of Account Indicator types, the GDCC will 'End Date' the previous Bill Payer details record (with ETD as EFD (in D0326) -1 day) and create a new Bill Payer details record with an EFD (as received in D0326) and a blank ETD.</p> <p>NOTE: The GDCC will store Bill Payer details according to how the licensee sends the information. If the licensee sends a single bill payer record as a string (<i>'Mr and Mrs Smith'</i>) the GDCC will treat this as one Bill Payer name. If the licensee sends two separate Bill Payer details in two 12H groups on the D0326, the GDCC will create two Bill Payer records:</p> <table border="1" data-bbox="311 935 1543 1064"> <thead> <tr> <th>Bill Payer Name</th> <th>Bill Payer Details EFD</th> <th>Bill Payer Details ETD</th> <th>Contact Detail 1</th> <th>Contact Detail 2</th> <th>Etc...</th> </tr> </thead> <tbody> <tr> <td>Mr and Mrs Smith</td> <td>10/02/2016</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <table border="1" data-bbox="311 1115 1543 1297"> <thead> <tr> <th>Bill Payer Name</th> <th>Bill Payer Details EFD</th> <th>Bill Payer Details ETD</th> <th>Contact Detail 1</th> <th>Contact Detail 2</th> <th>Etc...</th> </tr> </thead> <tbody> <tr> <td>Mr Smith</td> <td>10/02/2016</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Mrs Smith</td> <td>10/02/2016</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | Bill Payer Name | Bill Payer Details EFD | Bill Payer Details ETD | Contact Detail 1 | Contact Detail 2 | Etc... | Mr and Mrs Smith | 10/02/2016 | | | | | Bill Payer Name | Bill Payer Details EFD | Bill Payer Details ETD | Contact Detail 1 | Contact Detail 2 | Etc... | Mr Smith | 10/02/2016 | | | | | Mrs Smith | 10/02/2016 | | | | | 2.1 | 3.1 AND 4.1 WHERE A VALID REQUEST |
| Bill Payer Name | Bill Payer Details EFD | Bill Payer Details ETD | Contact Detail 1 | Contact Detail 2 | Etc... | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mr and Mrs Smith | 10/02/2016 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Bill Payer Name | Bill Payer Details EFD | Bill Payer Details ETD | Contact Detail 1 | Contact Detail 2 | Etc... | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mr Smith | 10/02/2016 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mrs Smith | 10/02/2016 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Step | Activity | Input Step | Output Step |
|-------|---|------------|--|
| 3.1 | Following validation, the Green Deal Licensee is informed of the outcomes via a D0343 data flow, containing relevant GDCC Response Codes . | 2.1 | 3.2 |
| 3.2 | The Green Deal Licensee will review the response received via the D0343 and determine the appropriate actions. | 3.1 | 3.3.1 (UPDATE SUCCESSFUL) OR 3.3.2 (UPDATE UNSUCCESSFUL) |
| 3.3.1 | Where the request was successful, the Green Deal Licensee will update their internal records accordingly. | 3.2 | ENDS |
| 3.3.2 | Where the request was not successful, the GD Provider is not informed of any change to the Green Deal Bill Payer details, the Green Deal Licensee may determine to submit revised details if appropriate. | 3.2 | ENDS |

| | | | |
|-----|--|-----|-----|
| 4.1 | <p>Where the update request passes validation, the GDCC will generate D0338 data flow(s) to each GD Provider for whom a Green Deal Plan at a status of 'LIVE' is associated to the Green Deal MPAN Core submitted.</p> <ul style="list-style-type: none"> a) Where the Change of Account Indicator is 'A', 'C', 'O' the GDCC will generate the D0338 using the same Change of Account Indicator for each Green Deal Plan associated with the MPAN; <ul style="list-style-type: none"> i) The Provider should update all previous current bill payer(s) records with an end-date which equals the New Bill Payer EFD-1 b) Where the Change of Account Indicator is 'N', the GDCC will; <ul style="list-style-type: none"> i) Where there are GD Plan(s) associated to the MPAN received in the D0326 <i>without</i> existing Bill Payer Details, the GDCC will generate a D0338 for these GD Plan(s) using the 'N' Indicator; and ii) In the scenario where there are additional GD Plans for the same MPAN <i>with</i> Bill Payer Details, the GDCC will treat the D0326 as a 'U' type flow for those plans. c) Where the Change of Account Indicator is 'U', the GDCC will compare the current and newly 'end-dated' Bill Payer Details and: <ul style="list-style-type: none"> i) Where a current Bill Payer Name in the incoming D0326 is the same as a newly end-dated Bill Payer Name, but other supplementary data is not, then the GDCC will send a 'U' type for that Bill Payer Name. ii) In the event that the newly 'End-dated' record and current record is identical (including supplementary data e.g. no changes to telephone number or other details), the GDCC will <i>not</i> send any flow as there are no updates to send to the Provider; iii) If a Bill Payer name being provided on the incoming D0326 was not 'newly end-dated' within the GDCC, the new Bill Payer details will be sent on an 'F' type D0338 (to indicate Bill Payer is new) using the same EFD as in the D0326; iv) If any of the 'newly end-dated' Bill Payer names have not been supplied in the D0326 then the GDCC will pass these Bill Payer details on an 'R' type D0338 (to indicate Bill Payer has been removed), the EFD in the D0338 will be EFD (in D0326) -1. | 2.2 | 5.1 |
|-----|--|-----|-----|

| Step | Activity | Input Step | Output Step | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|--|------------|--|---|--|--|--|---|---|---|---|---|-----------------------------|---|---|---|---|---|---|--|--|--|--|--|--|
| | <p>NOTE:</p> <p>A single D0326 flow may generate multiple output flows:</p> <p>e.g. In the event that a Green Deal Plan showing current Bill Payers as Mr A and Miss B (two separate records) receives a D0326 'U' type flow containing details of the Bill Payers as Mr A and Miss C (two separate records), <i>and</i> Mr A's telephone number has been updated, there will be multiple D0338 flows – a D0338 'F' for Miss C, an D0338 'R' for Miss B and a D0338 'U' for Mr A.</p> <p>If, in the above example Mr A's telephone number has not been updated (and therefore his details are unchanged), the GDCC will only send a D0338 'F' for Miss C and a D0338 'R' for Miss B.</p> <p>In the event that the Licensee stores, and therefore sends, these as a single string, "Mr A and Miss C" will be sent as a D0338 type 'F' and "Mr A and Miss B" will be sent on a D0338 type 'R'.</p> <p>The below table shows which D0338 flows can be generated by D0326 flows.</p> <table border="1" data-bbox="309 810 1733 1238"> <thead> <tr> <th colspan="5" data-bbox="309 810 1733 858">D0326 type</th> </tr> <tr> <th data-bbox="309 858 450 911"></th> <th data-bbox="450 858 510 911">A</th> <th data-bbox="510 858 566 911">C</th> <th data-bbox="566 858 622 911">O</th> <th data-bbox="622 858 1205 911">N</th> <th data-bbox="1205 858 1733 911">U</th> </tr> </thead> <tbody> <tr> <td data-bbox="309 911 450 1238" rowspan="4">Possible D0338 types</td> <td data-bbox="450 911 510 1238" rowspan="4">A</td> <td data-bbox="510 911 566 1238" rowspan="4">C</td> <td data-bbox="566 911 622 991" rowspan="2">O</td> <td data-bbox="622 911 1205 991">N – for all GD Plans without Initial Bill Payer Details</td> <td data-bbox="1205 911 1733 991">F – Bill Payer(s) who are new e.g. added to the account</td> </tr> <tr> <td data-bbox="622 991 1205 1070">U – Bill Payer(s) whose details (not name) have changed (e.g. telephone no.)*</td> <td data-bbox="1205 991 1733 1070">R – Bill Payer(s) who have been removed e.g. removed from the account*</td> </tr> <tr> <td data-bbox="622 1070 1205 1150">F – Bill Payer(s) who are new e.g. added to the account*</td> <td data-bbox="1205 1070 1733 1150" rowspan="2">U – Bill Payer(s) whose details (not name) have changed (e.g. telephone no.)</td> </tr> <tr> <td data-bbox="622 1150 1205 1238">R – Bill Payer(s) who have been removed e.g. removed from the account*</td> </tr> </tbody> </table> | D0326 type | | | | | | A | C | O | N | U | Possible D0338 types | A | C | O | N – for all GD Plans without Initial Bill Payer Details | F – Bill Payer(s) who are new e.g. added to the account | U – Bill Payer(s) whose details (not name) have changed (e.g. telephone no.)* | R – Bill Payer(s) who have been removed e.g. removed from the account* | F – Bill Payer(s) who are new e.g. added to the account* | U – Bill Payer(s) whose details (not name) have changed (e.g. telephone no.) | R – Bill Payer(s) who have been removed e.g. removed from the account* | | |
| D0326 type | | | | | | | | | | | | | | | | | | | | | | | | | |
| | A | C | O | N | U | | | | | | | | | | | | | | | | | | | | |
| Possible D0338 types | A | C | O | N – for all GD Plans without Initial Bill Payer Details | F – Bill Payer(s) who are new e.g. added to the account | | | | | | | | | | | | | | | | | | | | |
| | | | | U – Bill Payer(s) whose details (not name) have changed (e.g. telephone no.)* | R – Bill Payer(s) who have been removed e.g. removed from the account* | | | | | | | | | | | | | | | | | | | | |
| | | | F – Bill Payer(s) who are new e.g. added to the account* | U – Bill Payer(s) whose details (not name) have changed (e.g. telephone no.) | | | | | | | | | | | | | | | | | | | | | |
| | | | R – Bill Payer(s) who have been removed e.g. removed from the account* | | | | | | | | | | | | | | | | | | | | | | |
| | *Only for MPANs with multiple plans which have previously received 'N' type D0326s | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | |
|-----|--|-----|---------------------------|
| 5.1 | Where the GD Provider receives a D0338 data flow, they will process the information and update their records accordingly. | 4.1 | 6.1 |
| 6.1 | The GD Provider will generate a D0320 data flow to the GDCC to confirm receipt of the details provided. | 5.1 | 6.2 |
| 6.2 | On receipt of the D0320 data flow, the GDCC will validate that it relates to a valid GDCC Instruction Number issued to the sending GD Provider. Where this validation is passed, the process will continue as set out in step 6.3, otherwise a report is generated to the MRASCo Central Administration Service (CAS) as per step 7.1. | 6.1 | 6.3 (PASS)/ 7.1 (FAIL) |
| 6.3 | Where the incoming D0320 data flow has passed validation, the GDCC will update internal records accordingly. | 6.2 | ENDS |
| 7.1 | Where an incoming D0320 data flow from a GD Provider cannot be associated to a valid GDCC Instruction Number to allow the process to continue, the GDCC will generate a report to the CAS for investigation. | 6.2 | 7.2 |
| 7.2 | CAS will contact the sender of the D0320 data flow in order to request investigation and resolution of issues. | 7.1 | 8.1 |
| 8.1 | Once contacted by CAS, the GD Provider will investigate and resolve issues with the data sent in the D0320 data flow, and generate a new D0320 data flow as set out in step 6.1 of this process. | 7.2 | 6.1 |

GDCC and Party Response Codes used in the Scenario

| Step | Event | Flow | Response Code Generated | Flow |
|---|--|-------|---|-------|
| 2.1 | Not all of the required data fields are populated | D0326 | 301 Not all mandatory data provided | D0343 |
| | The MPAN provided is not found on the GDCC | | 317 Green Deal MPAN Core not found | |
| | The Green Deal Licensee submitting the request is not the current Supplier at the date of the request. | | 334 Green Deal Licensee not the registered Supplier for the MPAN Core | |
| | The Party Instruction Number is a duplicate of a value already provided by the sender | | 350 Invalid Party Instruction Number | |
| | The Bill Payer details provided are not in the expected format | | 359 Invalid Bill Payer Details provided | |
| | The Combination of MPID and Market Participant Id for the sender is not valid in GDMD for the EFD of the incoming transaction | | 367 Combination of MPID and Market Role Id not valid in GDMD for Sender for EFD | |
| | Change of Account Indicator is invalid | | 366 Invalid Change of Account Indicator value provided | |
| | The Green Deal Licensee uses 'N' for Change of Account Indicator and Bill Payer details are already held for <i>all</i> Green Deal Plans associated with that MPAN | | 366 Invalid Change of Account Indicator value provided | |
| | For 'N' type D0326; Bill Payer Details EFD is <i>not</i> the same as the first GD Charge Start Date for the relevant GD Plan | | 359 Invalid Bill Payer Details provided | |
| Bill Payer Details EFD is earlier than a previously sent Bill Payer Details EFD | 359 Invalid Bill Payer Details provided | | | |
| 3.1 | Valid request for information | D0326 | 101 Request processed successfully | D0343 |
| 6.1 | Information received and processed | D0338 | 101 Request processed successfully | D0320 |

Market Process Scenario Workflow

