

MRA Issue Form



Raising a MIF: When completing this form please refer to [MAP17](#) and provide as much detail about the Issue and/or Solution as possible to assist IREG or GDEG in their review. This form can include a high-level problem which requires consideration through to a detailed solution.

MRA Issue Reference	Date Issued	Version Number
MIF 326	5 th June 2020	0.1

Issue Title
Differentiating between Residential and Business queries received via SDEP

Summary of Issue
It will not be possible to identify whether a query is for a Residential or Business customer account with the current design of the portal.

Contact Details

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Associated Documents

Association	Reference
Attachments/Appendices	
Related Issue(s)	
Related SPF(s)	
Related Change(s)	

Impacts

Urgent Issue?	Yes
Priority Provisions Impact?	No
Priority Provisions Clauses	<i>Please list clauses impacted</i>

Green Deal Matter:	No
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Roles Impacted	
Supplier	Yes
Distribution Business	No
Settlement	No
Other: (E.g. MOPs)	<i>Please list roles impacted</i>

Central Systems Impacted	
ECOES	No
GDCC	No

Codes and Products Impacted
<i>SDEP URS MAP08 and MAP10 SPAA Schedule 10 & 11</i>

Issue Details

Description of issue
During the UAT for SDEP our operational business realised that there is no way of identifying whether a query is regarding a Residential or a Business customer account.

Impact of issue
<p>This would subsequently impact how queries are routed to the correct department for review and could duplicate work for both business areas and take longer for queries to reach resolution.</p> <p>The current Contacts Database allows for separate Domestic and Business contacts to be listed which automatically routes queries to the correct internal department including escalation points. Without this identification all queries would be routed to one department which will then require hand offs to other areas for resolution. A simplified way of identifying the customers "sector" would ensure queries can be redirected quickly.</p>

Potential Solution(s) (optional)

Solution(s)
Until a system enhancement can be created to rectify this, a manual workaround may be required; we propose that a mandatory drop down is added into the front screen for parties to populate 'Domestic' or 'Non-Domestic' as per the Supplier licence This would allow for quicker routing of the query to the relevant department.

Proposed Implementation Date	
November	2020

Implementation Technique
Big Bang

Thank you for completing an MRA Issue Form.

Administered by

Please send this form along with any additional attachments to: IREG@gemserv.com



Any Questions?

Speak to one of the MRA Team on 020 7090 1029