

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 341	12 th February 2021	1.0

Issue Title
MAP 10 and MAP 08 Telephone Escalations

Summary of Issue
Phone lines are mandated for ETs and Agreed Reads – are these still needed?

Contact Details

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Associated Documents

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

Impacts

Urgent Issue?	No
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)	No

Central Systems Impacted	
ECOES	No
GDCC	No

Codes and Products Impacted
MRA MAP 10 and MAP 08

Issue Details

Description of issue
MAP 10 and MAP 08 mandate suppliers to provide phone lines for queries and escalations. Discussions at IREG on 10 th February 2021 suggest the phone lines are not used as they once were but suppliers need to keep resources available. Further, as SDEP is now available has it been superseded?

Impact of issue
<p>The phone line is mandatory in MAP 08 – it states “To ensure the proper operation of this procedure, suppliers must offer an effective telephone enquiry service to other industry parties between the hours of 9am to 12pm and 1pm to 5pm, UK time, on all normal business days. This is a minimum service provision and does not prevent suppliers from offering a telephone enquiry service at other times as well.”</p> <p>This means suppliers have to have a phone line opened and manned at these times. This takes up valuable resources and training. At IREG, it was mentioned that call volumes have dramatically dropped off in 2020-21.</p>

Potential Solution(s) (optional)

Solution(s)
During the first lockdown in 2020 many suppliers temporarily closed down their phone lines, in some cases for several months. There seems to have been little impact. So, the question for IREG – should the phone lines still be mandated, or can they be optional? Recognise this cannot be changed in the MRA but could be picked up under the REC if a change is needed.

Proposed Implementation Date		Implementation Technique
<i>Please select.</i>	No date proposed	None Proposed