

## Market Process for Customer Data Requests

### 1. Introduction

#### 1.1 Scope

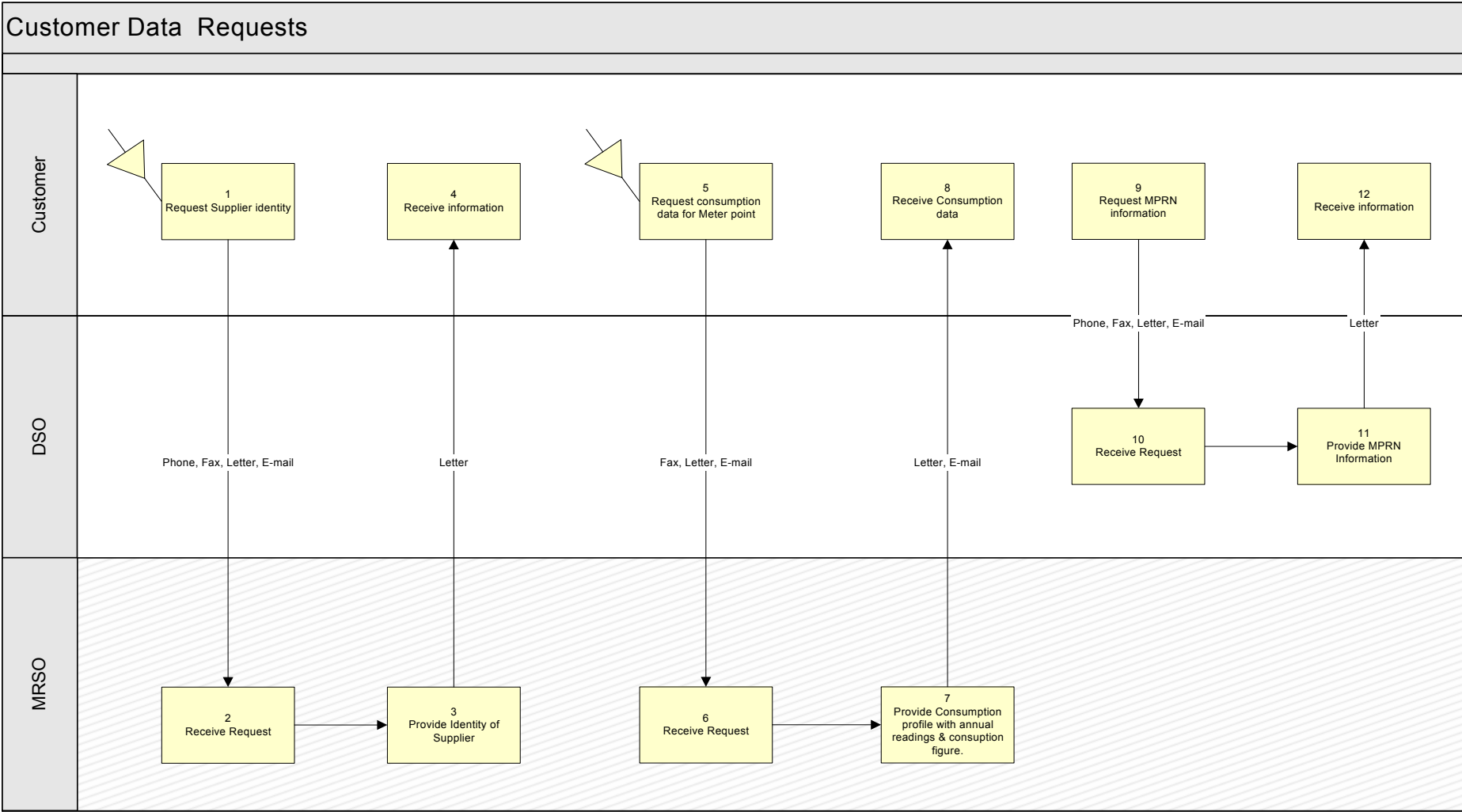
This Procedure describes the process for Data Requests made by a Customer.

#### 1.2 History of Changes

This Procedure includes the following changes

Source of Change	Description of Change
MIG 15/10/03	Update steps 5 and 6 to refer to agent acting on customer's behalf and to remove Telephone from text response to request  Standardised on use of QH/NQH terminology
MIG 15/10/03	Update of process to show customer requests for supplier identity being processed by MRSO <i>Updates arising from Supplier clarifications</i>
Proposed Modification 1	Re-worded text on box 5
Proposed Modification 2	Fax removed from Box 6
	<b>No change applied since version 4.0 DRAFT</b>

## 2. Process Map



## 2.1 Process Description

Step	Role	Action	Interface
Step 1	<b>Customer</b>	A customer may request the identity of the registered Supplier at a given MPRN or Meter Point address.	Telephone Fax Letter E-Mail
Step 2, 3	<b>MRSO</b>	MRSO will provide the identity of the registered Supplier in writing to the Meter Point address or to the notification address if different.  This facility enables a customer such as a new tenant or occupier, if they are not aware of the identity of a current Supplier to obtain this data.	Letter
Step 5	<b>Customer</b>	A customer may request consumption data for a specified QH Meter Point. The customer will be liable to the agreed charge for providing a consumption profile  This data may also be requested by a third party who has been nominated by the customer to act on their behalf i.e. the registered supplier, a potential supplier or another third party.	Fax Letter E-Mail
Step 6, 7	<b>MRSO</b>	MRSO will provide to the customer a consumption profile determined from interval data collected in the last year (if available) and an annual consumption figure.  Consumption data may be provided: i) to the Meter Point address or notification address; or ii) by e-mail to the customers registered e-mail address.	Letter E-Mail
Step 9	<b>Customer</b>	A customer may request the MPRN at a given Meter Point address and / or the identity of the registered Supplier at a given MPRN or Meter Point address.	Telephone Fax Letter E-Mail

Step	Role	Action	Interface
Step 10	<b>DSO</b>	<p>DSO will provide the MPRN in writing to the Meter Point address or to the notification address if different.</p> <p>This facility enables a customer such as a new tenant or occupier, if they are not aware of the MPRN required to register with a new Supplier, to obtain this data.</p>	Letter