

Market Process for Changes to Customer Details

1. Introduction

1.1 Scope

This process describes the procedure for a change to the details of the customer at the meter point.

The supplier **should** inform DSO of the following changes to customer details

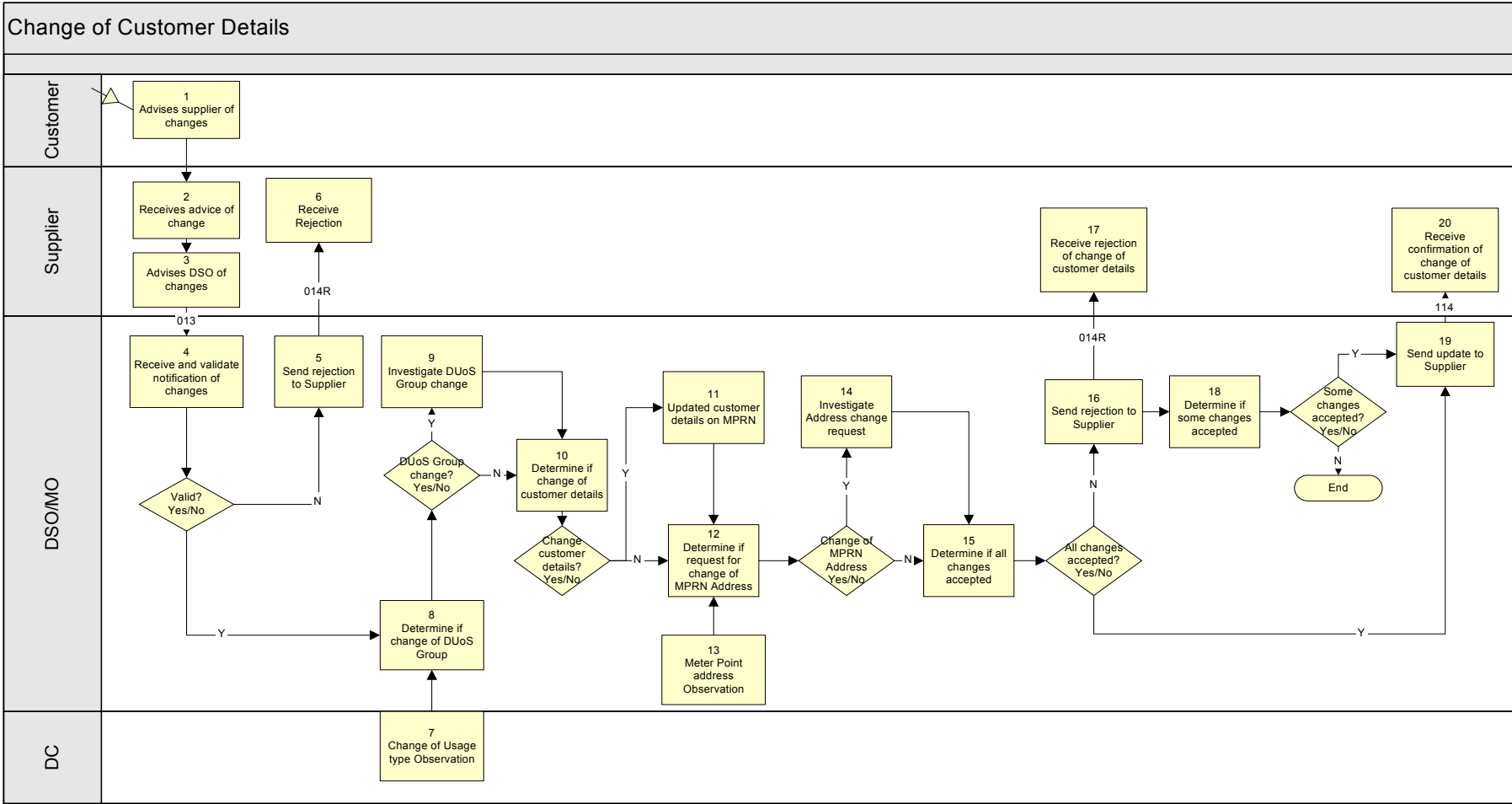
- Customer name
- Customer Contact Details and Notification address
- Technical Contact Details and Address
- Special Customer Needs
- Access instructions
- Economic Activity Indicator
- Change of Usage Type (potential impact on DUoS Group)
- Meter Point Address

1.2 History of Changes

This Procedure includes the following changes

Source of Change	Description of Change
	All changes to customer details will only be accepted from the registered supplier. Therefore flow 113 is no longer sent to suppliers.
	<i>Further Changes since version 3.1</i>
MIG 15/10/03	Change of Usage Type to be used rather than Customer Usage on MPD.
Proposed Modification 1	Process Map has been updated to clarify the flows required at the end of the process.
	No change applied since version 4.0 DRAFT

2. Process Map



2.1 Process Description

Step	Role	Action	Interface
Step 3	Supplier	When a supplier is aware of changes to customer details this should be advised to the Distribution Systems Operator	013 to DSO
Step 4	DSO/MO	Upon receipt of the notification of changes to customer details DSO will validate supplier against the meter point and will validate the message content.	014R to Supplier
Step 5		DSO will notify the supplier where a notification is rejected.	
Step 8, 9		If the notification is valid, DSO will determine if changes are required for DUoS Group, Customer Details or Meter Point Address.	
Step 10, 11		<ul style="list-style-type: none"> Where a change of Change of Usage Type has been advised DSO will investigate and confirm the DUoS Group. The only allowable changes in DUoS Group will be from DUoS Group 1 or 2 to DUoS Group 5 and vice versa on the assumption that there are no other changes to meter point characteristics. Other DUoS group changes will be handled under MPD 8 - Changes to Connection Characteristics. 	
Step 12, 14		<ul style="list-style-type: none"> DSO will determine if a change of customer details is involved. DSO will apply the change to customer details and update its connection agreement record if the customer name has changed. 	
Step 15, 16, 18, 19		<ul style="list-style-type: none"> DSO will determine if a change of Meter Point address is involved. DSO will investigate and confirm the address change and will apply the change to the Meter Point record. 	
		Where DSO has carried out an investigation which leads to the rejection of some or all of the changes then the Supplier will be notified	014R to Supplier
		Where DSO has carried out an investigation which leads to the acceptance of some or all of the changes then DSO will confirm the customer details to the registered supplier and issue a revised connection agreement to the customer where necessary.	114 to Supplier

Step	Role	Action	Interface
Step 13		DSO will observe a change in Meter Point address.	
Step 7	Data Collector	Data Collector will notify DSO of an observed change of Usage Type.	