

Retail Market Guide NI 22

Customer Data Requests

31/08/2016

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1. Introduction

1.1 Scope

This document is the Retail Market Guide for Customer Data Requests in Northern Ireland.

The procedure is documented as a number of sub-processes:

- **Customer Requests for Consumption Data**
 - o Interval Data
 - o Non Interval Consumption Data
- **Customer Request for MPRN and Supplier Identity**

1.2 History of Changes

Version	Source of Change	Description of Change
0.1		Initial draft version.
0.2	P Merkens	Updated for analyst review
0.91	P Merkens	Issued for SIG Workshop
0.92	P Merkens	Update following SIG Workshop
0.93	P Merkens	Updates to arrangements for requests to consumption data
0.94	J-E Smith	Final Draft for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	A Ferguson	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR1110/CRID163
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms
3.0	NIE Networks	Updated to incorporate change of name from NIE to NIE Networks

1.3 Document References

Document	Document Reference
MG NI 23	Supplier Data Requests
MP NI 39	NI Market Procedures - Glossary of Terms

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2. Procedure Description

2.1 Customer Requests for Consumption Data

2.1.1 Interval Consumption Profile

Requests may be made for Interval Consumption Profile data through the NIE Networks Website.

Customers will be required to provide the email address to which the Interval profile is to be sent and the period start and end dates for which the profile is required. The start date may be no earlier than the first of the month of the previous year that corresponds to the month of the request.

NIE Networks will send the Interval data profile obtained from the Meter Point to the requested email address within three working days. The profile will include all Interval readings that are held by NIE Networks for the complete months in the period between the start and end dates.

One non-chargeable request may be made for a Meter Point in a calendar year. This limit is independent of the request is from a Customer or a Supplier. The Customer will be notified in advance, by email, if a charge is to be applied. If the request is not withdrawn the charge will be billed to the Registered Supplier.

2.1.2 Non-Interval Consumption Data - SToD Metering

Requests for SToD consumption data for periods within the last twelve months where a Meter Point was previously equipped with Non-Interval SToD metering must be made manually to NIE Networks and NIE Networks will be respond to these requests manually¹.

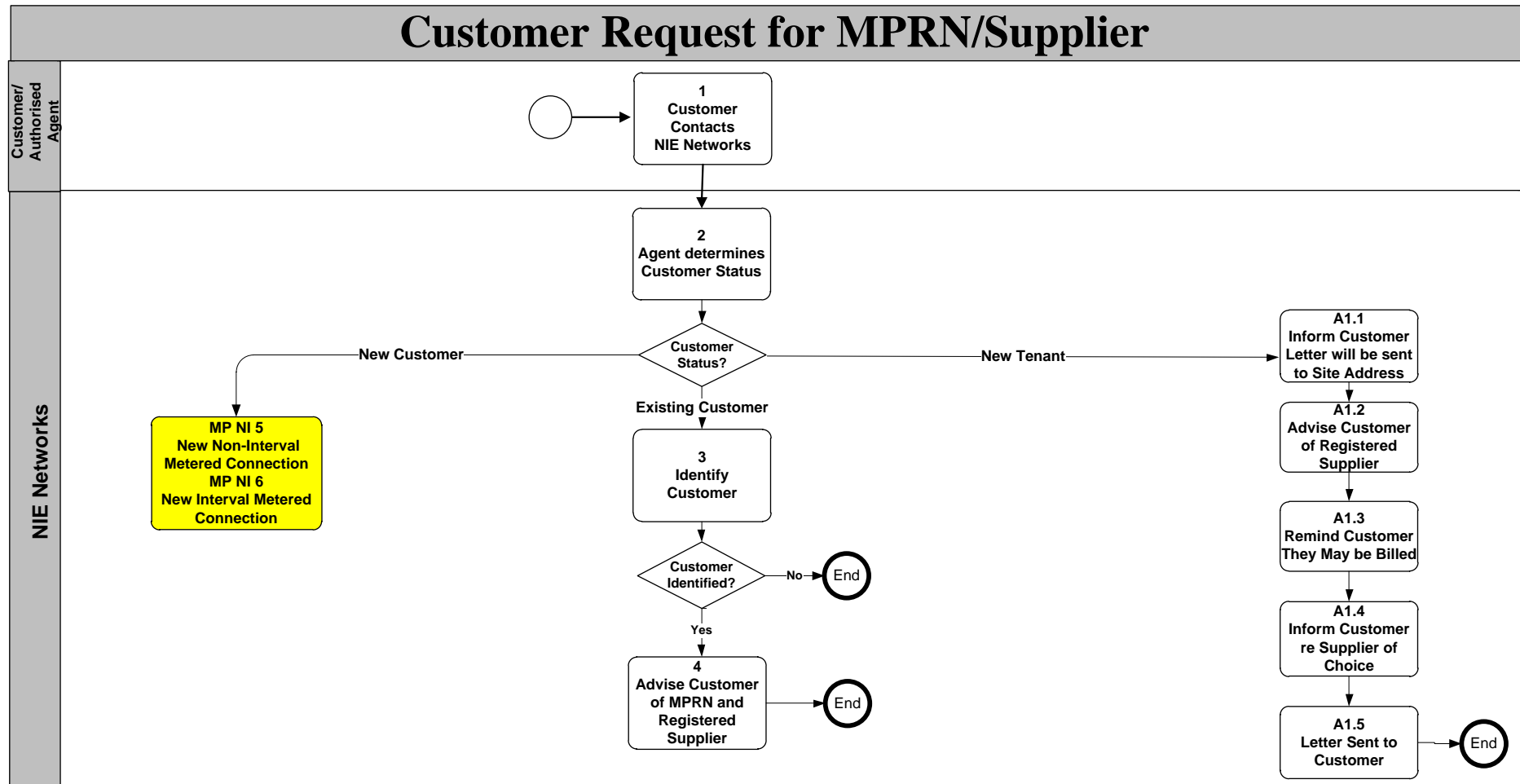
One non-chargeable request may be made for a Meter Point in a calendar year. This limit is independent of the request is from a Customer or a Supplier. The Customer will be notified in advance, by email, if a charge is to be applied. If the request is not withdrawn the charge will be billed to the Registered Supplier.

¹ Until implementation of the provisions Energy End Use Efficiency and Energy Services Directive relating to the provision of consumption data by Suppliers to their customers, these arrangements will be available for all commercial customers.

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2.2 Customer Request for MPRN/Supplier

2.2.1 Process Flow Diagram



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2.2.2 Process Description

Step	Role	Action	Interface
1	Customer	Customers or their authorised agents may contact the NIE Networks call centre to request their MPRN or Registered Supplier.	Telephone.
2	NIE Networks	The call centre agent will determine the Customer status to understand if the Customer is calling regarding a New Connection, is an existing Customer at an existing premise or a new tenant at an existing premise. For new Customers please refer to <i>MP NI 5 New Non-Interval Metered Connection</i> and <i>MP NI 6 New Interval Metered Connection</i> .	Telephone.
3	NIE Networks	If the Customer is an existing Customer at an existing premise, the call centre agent will confirm the Customer's identity using details held by NIE Networks. If the Customer's identity cannot be confirmed, no information will be provided.	Telephone.
4	NIE Networks	The call centre agent will advise the existing Customer of their MPRN and Registered Supplier details	Telephone.
A1.1	NIE Networks	Where the Customer is a new tenant, they will be advised that a letter will be sent to the site address but the MPRN will not be provided over the telephone. If the site address is not a mailing address then the Customer will be advised to contact their Supplier.	Telephone.
A1.2	NIE Networks	The call centre agent will advise the new tenant of the Registered Supplier for the site.	Telephone.
A1.3	NIE Networks	The call centre agent will remind the Customer that they may be billed for electricity consumption by the current Supplier.	Telephone.

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Step	Role	Action	Interface
A1.4	NIE Networks	The call centre agent will inform the Customer that they can contract with a Supplier of their choice and direct the Customer to where they may obtain a list of Suppliers.	Telephone.
A1.5	NIE Networks	A letter will be sent to the site address to inform the Customer of their MPRN or Keypad Premises Number (for Residential Customers with Keypad Meters).	Letter.

2.3 Supplementary Information

A Supplier may also obtain the MPRN from NIE Networks as provided for in *MG NI 23 Supplier Data Requests* in order to register the Customer.

A Customer may nominate an authorised agent, such as a Supplier, to act on its behalf. Where this occurs the authorised agent must provide to NIE Networks written evidence of their authorisation to act on the Customer's behalf.

Connection Agreements must be signed by the Customer and may not be signed by an authorised agent.

A Customer will order a replacement Keypad Premises Number Card through their Supplier.