

Gas MaP Project

MPD1 - Update Existing End User Details

Version 4.0

CRU Approved

19th September 2019

Market Process Definition

1. Table of Contents

1.	Table of Contents.....	2
2.	Revision History.....	2
3.	Introduction.....	3
3.1	Scope.....	3
4.	Market Process Map.....	4
5.	Market Process Description.....	5
6.	Supplementary Information.....	7
6.1	Validation Rules.....	7
6.2	Key Notes.....	7

2. Revision History

Version	Date	Revision Description
2.0	26/10/2006	Base-lined on basis of CER approval on 15/09/2006.
2.1	19/02/2008	Final Update for Prepayment Meters – Draft for Approval.
2.9	16/09/2008	Draft for approval – baselining for go-live
3.0	03/11/2008	Base-lined on basis of CER approval on 17/10/2008 in line with CR021: Baselining MPDs and MMIG for go-live . All MPDs will have one consistent version number – V3.0
3.1	19/12/2018	Issued for GMARG comment following internal GNI review of all MPD's to ensure alignment with current practice.
3.2	15/04/2019	Issued for CRU approval.
4.0	19/09/2019	CRU Approved at GMARG 19/09/19.

3. Introduction

3.1 Scope

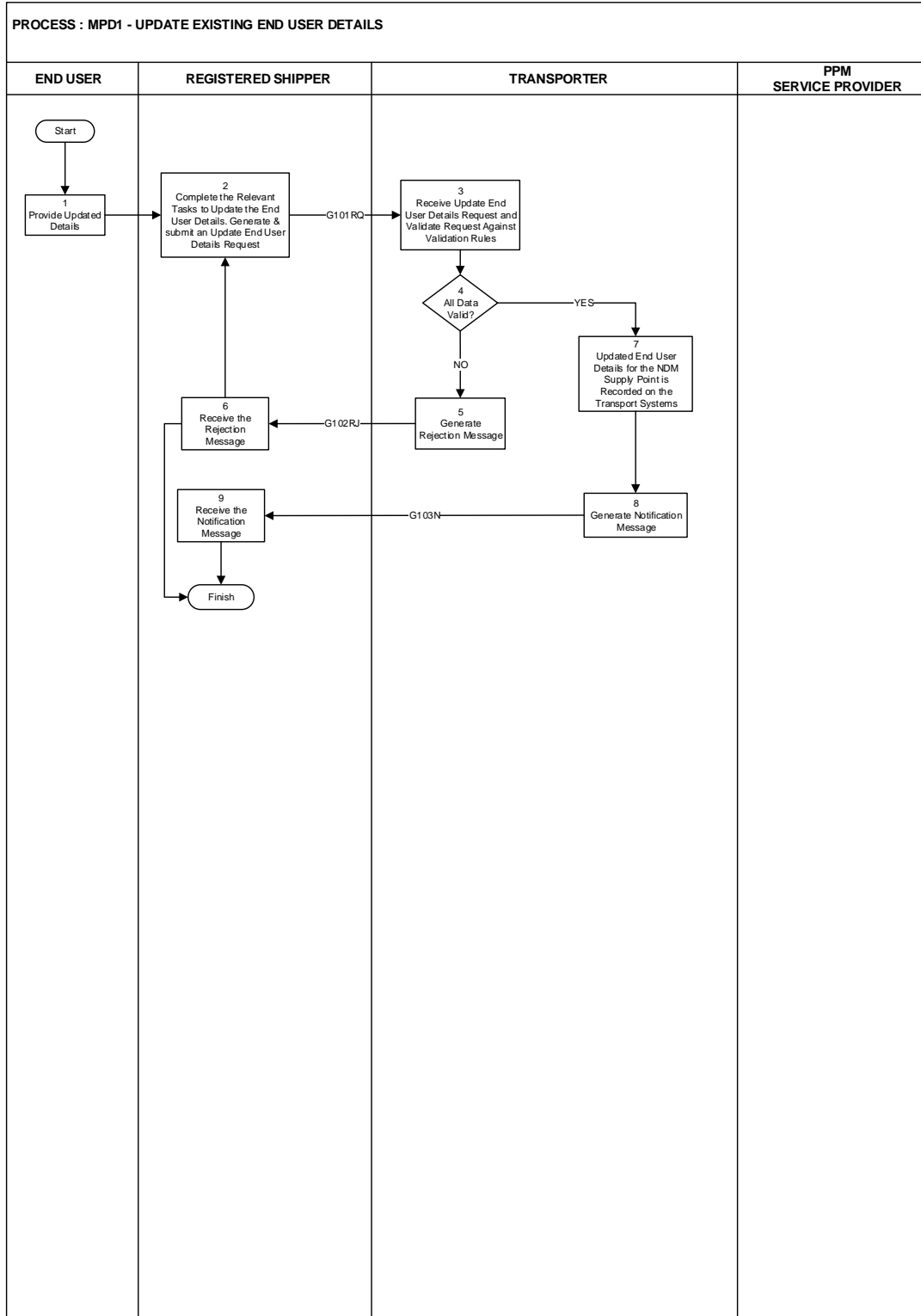
This process describes the manner in which the Registered Shipper updates End User Details at a NDM Gas Point.

The Shipper is required to inform the Transporter of the following End User Changes:

- End User Name
- End User Contact Details – Phone details
- End User Contact Address
- Market Sector; Industrial/Commercial or Residential
- Vulnerable Customer & Vulnerable Customer Type

Market Process Definition

4 Market Process Map



Market Process Definition

5 Market Process Description			
Step	Role	Actions	Interfaces
1	End User	The End User will contact the Shipper and provide the End User information that needs to be updated.	
2	Shipper	<p>Shipper will complete the relevant tasks to update the End User Details. The Shipper will generate and submit an End User Update Details request.</p> <p>The key data elements of the request will include;</p> <ul style="list-style-type: none"> ⇒ GPRN (M) ⇒ End User Name (M) ⇒ End User Contact Address ⇒ End User Contact Number Available? (M) – options are ‘Yes’ or ‘No’. ⇒ End User Contact Details – Contact Phone Numbers – (M) if the End User Contact Number is Available. ⇒ End User Contact Method ⇒ Market Sector - Industrial/Commercial or Residential (M) ⇒ Vulnerable Customer & Type of Vulnerable Customer (M) <p><u>All</u> of the End User key data provided will replace the current End User details once the mandatory data elements are provided. The mandatory fields are indicated by (M) above.</p>	G101RQ to Transporter
3	Transporter	The Transporter receives the Update End User Details Request.	
4		The Transporter will validate the message content (see section 6.1).	
5		An Update End User Details Request Rejection message will be sent to the Shipper if the Request fails to meet the validation requirements.	G102RJ to Shipper

Market Process Definition

6	Shipper	The Shipper will receive the rejection message and may re-submit an Update End User Details request.	
7	Transporter	Once the validation requirements have been met, the updated End User Details will be recorded on Transporter Systems.	
8		A completion notification will be sent to the Shipper when some or all of the changes have been updated.	G103N to Shipper
9	Shipper	The Shipper will receive the notification message.	

6. Supplementary Information

6.1 *Validation Rules*

The following validation criteria are applied:

- ⇒ GPRN is a valid NDM gas point.
- ⇒ The GPRN is registered to the Shipper.
- ⇒ Ensure all mandatory fields are provided by the Shipper;
 - GPRN
 - End User Name
 - Contact Phone Number
 - Vulnerable Customer - if yes - Vulnerable Customer Type
 - Industrial/Commercial or Residential
- ⇒ Vulnerable customer type is valid (if entered).

6.2 *Key Notes*

- ⇒ Updating the Gas Point Address will be dealt with in a separate process.
- ⇒ Validation will be processed sequentially. The validation rules provided (in 6.1 above) may not reflect the final sequential order.
- ⇒ It is assumed that all Shippers in the NDM market will be asked to sign up to the same agreement with the PPM Service Provider.
- ⇒ Please refer to the following documentation that provides details of the support and management service level agreements for the provision of the Prepayment Metering Services from PPM Front Office and PPM Back Office Service Providers.
 - PPM Front Office Service Provider
 - Service Procedures for Prepayment Metering Service Provision for Shippers
 - PPM Back Office Service Provider
 - Service Procedures for Prepayment Metering Service Provision for Shippers