

# WHOLESALE-RETAIL CODE CHANGE PROPOSAL/ CHARGING CHANGE PROPOSAL

<b>Change Proposal Reference</b> <i>(To be completed by the Panel Secretary)</i>	<b>CPW089</b>	Version No	<b>X</b>
<b>Type of Change Proposal:</b> <i>(delete as appropriate)</i>	Change Proposal		
<b>Submission Date</b>	TBC		
<b>Title:</b> of Change Proposal/Charging Change Proposal	T101 Adding Billing Address fields		
<b>Summary:</b> of Change Proposal/Charging Change Proposal <i>(40 to 50 Words Maximum)</i>	To improve customer billing data provided from Wholesaler to Retailer when creating new SPIDs. This will help to improve customers onboarding and facilitate SPIDs to become tradable quickly and reduce vacant SPIDs.		
<b>General Details of the Proposer</b>			
<b>Name of Proposer</b>	Chris Dawson - MOSL		
Capacity (to submit Change Proposals and Charging Change Proposals – on behalf of a Party, as a Panel member, as the customer representative, or the Market Operator or on behalf of the Authority; or Charging Change Proposals – on behalf of a Wholesaler).	Market Operator		
<b>Contact Email</b>	<a href="mailto:Chris.dawson@mosl.co.uk">Chris.dawson@mosl.co.uk</a>		
<b>Telephone Number</b>	07948466749		
The Proposer recommends that this Change Proposal/Charging Change Proposal should initially: <i>(delete as appropriate)</i>	<del>Proceed to Assessment</del>		
	Proceed to Consultation		
	<del>Proceed to Recommendation</del>		
Is the change Urgent (Yes/No)? If yes, please provide reason for urgency (if applicable)	No		
<b>Related Documents</b>			

Reference of any associated Code Panel Change Proposal/ Charging Change Proposal	
Documents Accompanying Form	CSD0301 (Data Catalogue) CSD0202 (Meter read submission: process) CSD0203 (Meter read submission: validation) CSD0104 (Maintain SPID data)

## Change Proposal/ Charging Change Proposal Details

Description of (i) the issue or defect which this Change Proposal seeks to address, or (ii) the modified or new charging method or charging structure required pursuant to this Charging Change Proposal, as required under the Market Arrangements Code Section 6.2.1(b).

2019/20 Market audit from PWC have identified the following:

Review abilities to provide a standard mechanism and template to share a richer set of data from Wholesalers to Retailers, on a timely basis, such as the data held by development teams and gap site identification. This should be built in consideration with relevant data protection requirements. In the meantime, Wholesaler/Retailer pairings should review the quality of the current information sharing processes in place. [ref. 1.2, 2.1, 2.2]

Currently, if a property's developer is not identified as a customer in CMOS in the first instance, with the property being marked as vacant as a result; when the developer 'hand over' the property to the ultimate customer there is no touch point for the Retailer to know that a new customer is occupying the property and should be billed, and that the occupancy status of the property should be changed to 'occupied'.

Current limitations in sharing supplementary information for new SPIDS:  
When a new SPID needs to be created in CMOS (whether a new connection, gap site or change of use), there is only scope for a Wholesaler to submit a basic address for the property as part of the first market transaction. A screenshot of the information required in the CMOS transaction 'Request New SPID' (T101.W) is provided below.

Further, within the process, Market Terms Part D: 4.4 Registration of New Supply Points, there is no formalised mechanism through which the Wholesaler can share additional details they have often gathered through the SPID registration process that may help the Retailer to identify the customer.

There are also data protection concerns surrounding how much information can be shared with Retailers, resulting Wholesalers being cautious about how they approach this issue, particularly in the event where the Retailer is yet to be assigned.

This change is also aligned with the MPOP Vacancy Working Group which highlights a number of issues with SPID creation information transfer.

## Request New SPID

Data Transaction Reference Number*	<input type="text" value="74da5c0f8a04497a973c3d453990e"/>	Secondary Addressable Object	<input type="text" value="Secondary Addressable Object"/>
Originator's Reference*	<input type="text" value="988390c9eda44ef1ab7b849c22a55"/>	Primary Addressable Object	<input type="text" value="Primary Addressable Object"/>
Service Category*	<input type="text" value="-- Service Category --"/>	Address Line 1*	<input type="text" value="Address Line 1"/>
New Connection Type*	<input type="text" value="-- New Connection Type --"/>	Address Line 2	<input type="text" value="Address Line 2"/>
Retailer ID	<input type="text" value="-- Retailer ID --"/>	Address Line 3	<input type="text" value="Address Line 3"/>
Other Wholesaler ID	<input type="text" value="-- Other Wholesaler ID --"/>	Address Line 4	<input type="text" value="Address Line 4"/>
Multiple Wholesalers Flag	<input type="checkbox"/> Multiple Wholesalers Flag	Address Line 5	<input type="text" value="Address Line 5"/>
SPID	<input type="text"/>	Postcode*	<input type="text" value="Postcode"/>
Landlord SPID	<input type="text" value="Landlord SPID"/>	PAF Address Key	<input type="text" value="PAF Address Key"/>
Other SPID	<input type="text" value="Other SPID"/>	Free Descriptor	<input type="text"/>
Pairing Reference	<input type="text" value="Pairing Reference"/>	Text Comment Field	<input type="text"/>
Pairing Reference Reason Code	<input type="text" value="-- Pairing Reference Reason C.."/>		
VOA BA Reference	<input type="text" value="VOA BA Reference"/>		
VOA BA Reference Reason Code	<input type="text" value="-- VOA BA Reference Reason .."/>		
UPRN	<input type="text" value="UPRN"/>		
UPRN Reason Code	<input type="text" value="-- UPRN Reason Code --"/>		

CMOS Version 7.0.3 (49062)

Description of the Change Proposal/ Charging Change Proposal, its nature and purpose and (for Change Proposals only) how it is consistent with the Principles and falls within the Objectives noted below, as required under the Market Arrangements Code Section 6.2.1(c).

The proposed solution is to add extra fields to the T101 transaction. This will enable Retailers to bring customers onto billing easier, quicker and avoid SPIDs going to vacant or lingering as partial status. This would apply to all scenarios in the T101 process, including Gap Site.

The extra fields to be included are:

- Developer/Business name\*
- Customer Banner Name (if different from Customer Name)

### Billing Address

- Building Name
- Address Line1\*
- Address Line 2
- Address Line 3
- Address Line 4
- Address Line 5
- Postcode\*
- Contact Name (GDPR)
- Email (GDPR, if personal)

- Contact number (GDPR, if personal)
- \* Mandatory

New Data items will be required CSD 301

Consultation is required to confirm fields

GDPR - All TPs are viewed as joint data controllers for the purpose of CMOS data and market data. This is set out in MAC Schedule 13 Part A. As such Wholesalers should have no issues sharing this data.

Is the developer happy to pass on their info question. Does it need to be in CMOS or does it just need the wholesaler just confirm.

Wipe data once T132 happens

In the T102 and portal  
Xsd impacting  
Mvi impacting

## Principles and Objectives

Description of the principles and objectives affected by the Change Proposal on the items below (if applicable) as detailed in Part A of Schedule 1 Part 1: Objectives Principles and Definitions.

Principles	Affected (Y/N)	Description
Efficiency	Y	Improves the efficiency of hand offs between Wholesalers and Retailers.
Proportionality		
Transparency		
Simplicity, cost-effectiveness and security	Y	a relatively simple change that would improve the non-household (NHH) customer onboarding
Barriers to entry		
Non-discrimination		
Customer participation		
Customer contact		This change would make it easier for Retailers to identify and contact NHH customers and bring them on board the billing system.
Seamless markets	Y	Help improve TP interactions and collaborations

No limit on upstream competition		
Business Terms Objectives		
Operational Terms Objectives		
Market Terms Objectives	Y	This change enables registration of SPID data for NHH customers.
Description of the impact of the Change Proposal/ Charging Change Proposal on the following items, as required under the Market Arrangements Code Sections 6.2.1 (f), (g) and (h).		
Configured Item	Impacted (Y/N)	Description
Schedule 1: Terms and Conditions of a Wholesale Contract		
Wholesale-Retail Code, Schedule 1 Part 1 (Objectives, Definitions and Principles)		
Wholesale-Retail Code, Schedule 1 Part 2 (Business Terms)		
Wholesale-Retail Code, Schedule 1 Part 3 (Operational Terms)		
Wholesale-Retail Code, Schedule 1 Part 4 (Market Terms)		
Wholesale-Retail Code, Schedule 1 Part 5 (CSDs)		
Wholesale-Retail Code, Schedule 1 Part 6 (Operational Forms)		
Appointment		
Licence		
Any other industry code, agreement or document (e.g. the Wholesale Contract or the MOSL Articles) (please specify)	Y	CSD 0101 2.1.3 (f), 2.2.2 (e), CSD 0301 4.4 CSD 0202 CSD 0203

Central Market Operating System	Y	New fields and data items
Trading Party systems which interface with Central Systems and other relevant Trading Party systems/ business processes.	Y	Trading Parties HVI systems would need to be updated to use the updated function
Scottish Core Industry Documents		

### Further Information

Description of any discussions on the topic of the Change Proposal/ Charging Change Proposal at the User Forum (as relevant) or otherwise relevant discussions with parties, as required under the Market Arrangements Code Section 6.2.1(i).

### Further Comments

This change would help improve some of PWC issue identified in their recent audit.

### Key

	To be completed by the Market Operator
	To be completed by the Proposer