

COMMISSION CHANGE PROPOSAL				Form Version 1.2			
Change Proposal Reference		MCCP041-CC		Version Number		3.0	
PART A - SUBMISSION							
1. GENERAL DETAILS							
a.	Title	Customer Names on Database					
b.	CONTACT NAME	Mark Nolan					
c.	CONTACT E-MAIL	Mark.nolan@watercommission.co.uk		CONTACT TEL/MOB			
d.	ASSOCIATED DOCUMENTS	Updated CSD0101v1.4, CSD0104v1.4, CSD0105 v1.2 CSD0301v1.6 and					
2. MCCP/OCCP DETAILS							
a.	ISSUE or DEFECT WHICH THIS MCCP/OCCP SEEKS TO ADDRESS						
<p>The Commission has asked the CMA to expand the Central Systems database to include the customer name alongside the address and full postcode for each registered supply point (SPID). The inclusion of these data items is to facilitate the process of switching customers only. Accordingly, although the three data items must be available to all Licensed Providers (and not just to a Licensed Provider for their registered supply points), they must not be available to Scottish Water. Licensed Providers should be able to conduct searches using the four data items: SPID number, Customer Name, Address and Postcode. Inputting one data item should return the others, however, no further functionality or integration with the CMA's existing systems is intended at this time.</p> <p>It is intended that these system requirements will be delivered as part of Central Systems Software Release Security and Customer Names scheduled for delivery in June 2010.</p> <p>System Requirements</p> <p>There will be new LVI functionality which will make available all four of the following data items: SPID number, customer name, address and full postcode to all Licensed Providers (and not just to a Licensed</p>							

Provider for the registered supply points) and the CMA; but this functionality should not be available to Scottish Water. The new functionality will allow LPs and the CMA to conduct searches on any of the four data items. Inputting any one data item will return the other three data items.

The new required item “Customer Name” (optional for partial registration) will need to be created in the CS. A customer name, or the name of the developer, must be provided in order for a connection to become complete. If this is not provided a T009 should be returned with a specific relevant error message. This field will be added to a new database table which will be created. The relevant database table will be able to hold the history of the customer name. The Customer Name, like the Address data, should be part of the “Core”.

The Customer Name field should have the functionality to be populated by flows (LVI and HVI) and via data upload. Whilst the initial population of the CS with Customer Names will be via data upload it is envisaged that flows will be the business as usual method of populating and updating the field. The CMA has coordinated this data upload with users.

For a New Supply Point, (or a “gap site”), it is expected that the LP would be able to populate the Customer Name at the point of initial registration. A dropdown box should be developed in order to allow an LP entering a customer or developer name to flag the name as that of a developer. The Default will be set to Customer Name.

Summary of Other System Issues for Consideration

1. Precedence

Where SPID attributes are shared and where it is possible current conventions should be maintained i.e. the Water SPID takes precedence over the Sewerage SPID.

2. Misuse

Databases can be subject to misuse and this, where possible, needs to be prevented e.g. the prevention of automated use of the database and search facility is an example. Robust monitoring and reporting will be delivered to ensure unusual activity is discovered in good time.

3. Security

The security currently applying to the Central Systems, including any changes delivered as part of the Security aspect of the Security and Customer Names Release will be applied when making this change.

4. User Roles

As part of the Security Release Read Only roles (with customer names access) were created in addition to the current full Write access functionality (with customer names access). Participants will have to request these roles for their Users from the CMA through the usual user application process.

Data Population and Maintenance

1. Initial Data Population

The initial population of data will be undertaken via a data upload. Data will be required from all LPs to facilitate this.

2. Provision of Customer Name Data

A customer name, or the name of the developer, must be provided in order for a SPID connection to become complete.

3. Naming Conventions

In relation to naming conventions the system should only contain the party contracting with the LP at the Supply Point i.e. the Customer or Developer at the Supply Point. The Customer Name may change over time and has its own effective date. Customer Name history will be maintained in the LVI for a minimum of 7 years.

4. Maintenance of Data

The maintenance of data will be the responsibility of LPs and LPs will have to update a customer name within 2 BDs of any name change being notified to them.

b.	DRAFT LEGAL TEXT – required under Market Code Parts 8.7.1 (ii) (d) and 8.8.1 (ii) (d)
Proposed documentation changes have been circulated to the TP	
3. ANY OTHER COMMENTS	
Please complete the changes by end June 2010	