

MARKET CODE / OPERATIONAL CODE CHANGE PROPOSAL

Form
version 2.1

Change Proposal reference
(To be completed by the TP Sec.)

OCCP040

Version No.

D.1

PART A — SUBMISSION

A.1. GENERAL DETAILS

A.1.a. TITLE Making 'registration' customer friendly

A.1.b. COMPANY Business Stream

Change Proposals must be authorised by the person designated by the signatory to the Market Code Framework / Accession Agreement

A.1.c. AUTHORISED SIGNATURE NAME James Bream

A.1.d. CONTACT NAME James Bream CONTACT EMAIL;
TEL./MOB. James.bream@business-stream.co.uk
0131 338 223

A.1.e. ASSOCIATED MCCP / OCCP N/A

A.1.f. ASSOCIATED DOCS. Process 29 & 30 Registration.doc

A.1.g. PROPOSED URGENCY

A.1.h. REASONS FOR URGENCY

The CMA CEO will review this information and make a decision as to whether to take this MCCP / OCCP forward as urgent as defined under Market Code Part 8.9.1

A.2. MCCP / OCCP DETAILS

**A.2.a. ISSUE OR DEFECT WHICH THIS MCCP / OCCP SEEKS TO ADDRESS
Required under Market Code Parts 8.7.1 (ii) (b) and 8.8.1 (ii) (b)**

For sometime we have considered raising a paper for a revision to the registration process particularly those associated with Gap Sites. The recent 'gap site' projects have highlighted that the existing process is not customer friendly, does not always lead to correct data being put into the market, and creates duplication of work which can be avoided.

**A.2.b. DESCRIPTION OF THE NATURE AND PURPOSE OF THE MCCP / OCCP AND HOW IT MEETS THE MARKET CODE / OPERATIONAL CODE OBJECTIVES AND PRINCIPLES FOR THE MARKET DOCUMENTS
Required under Market Code Parts 8.7.1 (ii) (c) and 8.8.1 (ii) (c)**

General Description

This paper seeks to address failures to the registration process to ensure that:

- sites are always visited to understand what services exist at properties
- customers are properly informed at this stage of what will happen next
- a meter survey is undertaken before registration
- a meter is installed where feasible before registration

These steps will help ensure that customers are fairly treated, have the right services from the point of entering the market and remove the risk of customer complaints which a Licensed Provider cannot address with retrospective effect

So in short this would see all properties visited and metered where feasible before putting any data into the market. An externality benefit of this process is that where a new property cannot be metered the 'unmeasurable flag' will actually have some meaning. That benefit is in addition to increasing the likelihood of getting drainage data correct. This process is also more likely to bring water charges to a customers mind therefore reducing surprises when the first bill arrives and also giving them more opportunity to choose a supplier.

Principles and Objectives affected

PRINCIPLE	AFFECTED (Y/N)	DESCRIPTION
Proportionality	N	This is proportional as it will help mitigate against data issues and also help customers by not being faced with un-metered charges unnecessarily
Transparency	N	This increases transparency of registrations and market data accuracy
Simplicity, Cost-effectiveness, and Security	N	This should not need any changes to the Central System or participants systems. It will require a change to the operational code and

		Scottish Water processes
Non-exclusivity	N	This would not be exclusive to any party
Barriers to Entry	N	n/a
Customer Contact	N	This will significantly improve the customer experience for gap site registrations
Non-discrimination	N	This change is not discriminatory
Non-detrimental to SW Core Functions	N	Not detrimental in our view
MC / OC OBJECTIVES		

A.2.c. IMPACT Required under Market Code Parts 8.7.1 (ii) (d), (f) and (g), and 8.8.1 (ii) (d) and (f)		
CONFIGURED ITEM	IMPACTED (Y/N)	DESCRIPTION
MC / OC	Y	This will require a change to the operational code
CSDs	N	No impact
Wholesale Services Agreements	N	No impact
Licenses	N	No impact
CMA Central Systems	N	No impact
CMA business processes	N	No impact
Trading Party systems	N	No impact
Trading party business processes	Y	Scottish Water will have to revise the ordering of their processes for the benefit of the wider market.

A.2.d. DRAFT LEGAL TEXT Required under Market Code Parts 8.7.1 (ii) (d) and 8.8.1 (ii) (d)		
See attached document		
A.3. IMPLEMENTATION DETAILS		

A.3.a. PROPOSED IMPLEMENTATION DATE OR LEAD TIME
Timescale must not overlap with the period of consultation with the Commission and should take account of the impacts identified in Section A.2.c. Any quoted lead time should commence from date of Approval.

Proposed for implementation in March 2013

A.3.b. ANY LIMITATIONS OR DEPENDENCIES FOR IMPLEMENTATION

A.4. ANY OTHER COMMENTS

PART B — TP ASSESSMENT

B.1. ASSESSMENT PROCESS

B.1.a. ASSESSMENT START DATE	2012-10-18	ASSESSMENT END DATE	2012-11-23
B.1.b. IMPACT ASSESSMENT REQUIREMENT	IA NOT REQUIRED		
B.1.c. CONSULTATION REQUIREMENT	TP CONSULTATION REQUIRED		
B.1.d. ASSOCIATED DOCUMENTS (to this Part B)			

B.2. ASSESSMENT DETAILS

B.2.a. CHANGE SPECIFICATION AND IMPACT (if different from that originally submitted)

--	--

B.2.b. DRAFT LEGAL TEXT (if different from that originally submitted)

--	--

B.2.c. TP ASSESSMENT
Taking into account complexity, importance and urgency, and having regard to whether or not such proposal is within the relevant Objectives and Principles as required under Market Code Parts 8.7.1 (v) and 8.8.1 (iv)

Impact on Principles and Objectives (if different from that originally submitted)	
Cost Estimate	
Benefit Estimate (L: < 10k, M: £10k to £100k, H: > £100k)	

B.3. TP DECISION TP APPROVED

B.4. FINAL TP VIEWS

B.5. PLANNED IMPLEMENTATION DATE 2013-01

WITHDRAWN BY PROPOSER?	NO
COMMENTS	
DATE OF WITHDRAWAL	

PART C — COMMISSION APPROVAL

C.1. DATE FINAL REPORT ISSUED TO COMMISSION	26 November 2012
C.2. APPROVAL STATUS	APPROVED CHANGE
C.3. DATE OF APPROVAL STATUS	2012-12-12
C.4. COMMISSION RESPONSE REFERENCE	

PART D — IMPLEMENTATION

D.1. IMPLEMENTATION DATE	2013-01-11
D.2. IMPLEMENTATION DETAILS (MC version, CSD versions, CMA Central Systems release number, etc.)	