

B2B Procedures

- Customer and Site Details

CONSULTATION – v 3.2

CONSULTATION PARTICIPANT RESPONSE

Participant: UNITED ENERGY

Completion Date: 15/06/2018

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1. Customer and Site Details

Participant Name	Old Clause No	New Clause No	Comments
United Energy		5.5 Table 9	Life support notification includes Site address, Optional. Site address notification previously removed from market transactions as unreliable, incomplete and not utilised, therefore should not be included in Life support notification.
United Energy	4.3.1. (e)		UE does not agree that this clause should be removed. Receiving the call from the Retailer prompts for our records to be updated real time. If we change to email, this can cause for a delay and allow a window where transactions being accepted shouldn't be (e.g. De-energisation) and a potential gap in customer contact during unplanned outages.
United Energy		4.4.1	Timings missing from new transaction types Table 3 is only Definitions, no mention of days. There is only timing under section 4.4.2 Life Support Request.
United Energy		3.1 Table 3 (h)	When the Initiator issues a Customer Details Reconciliation or Life Support Reconciliation to a Recipient. Should be updated to When the Initiator issues a Life Support Reconciliation to a Recipient in line with recent market changes to make reconciliation life support only.
United Energy		5.6	Life support request data does not include special notes field, this is still required information where requested or provided. The field is available for section 5.5. but not 5.6. This is also required for 5.6 Life Support Request Data.
United Energy		4.4 (c)	Procedures should explicitly state that Retailer is the owner of the life support information for registration and deregistration to ensure there is no ambiguity in the process for adding or removing flags.