

Change Proposal – F40/01 (Page 1 of 3)	CP No: 883 <i>(mandatory by BSCCo)</i>
Title <i>(mandatory by originator)</i> Revise staff availability hours for SMRS operational enquiries.	
Description of Change <i>(mandatory by originator)</i> Reduce the hours that the SMRS enquiry service is available by one hour. This will affect the Supplier's ability to raise operational queries with the SMRS after 17:00 hours.	
Proposed Solution(s) <i>(mandatory by originator)</i> Amend: <ol style="list-style-type: none">1. PSL160 'Supplier Meter Registration Service', Section 2.1.1 to change service hours from "09:00 and 18:00 hours", to "09:00 and 17:00 hours".2. Remove the reference to Working Day from Section 1.6 of BSCP501 'Supplier Meter Registration Service'.	

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<p>Justification for Change <i>(mandatory by originator)</i></p> <p>The operational experience of Service Providers is that enquiries for SMRS services predominantly occur between 09:00 and 17:00. There are invariably few SMRS operational requests, between 17:00 and 18:00. At a recent Service Providers meeting, it was clear that this is the situation for all Service Providers.</p> <p>Currently the need to keep appropriately trained MPAS staff present between 17:00 and 18:00 hours to respond to actions covered under BSC PSL160 is unnecessary, and means there is less cover during peak periods. Therefore, this change will result in a more effective service for all parties.</p>	
<p>Other Configurable Items Potentially Affected by Proposed Solution(s) <i>(optional by BSCCo)</i></p> <p>None.</p>	
<p>Impact on Core Industry Documents <i>(optional by originator)</i></p> <p>MCP113 'Revise staff availability hours for MPAS operational enquiries required under Clause 13.' proposes the equivalent changes to the MRA.</p>	
<p>Related Changes and/or Projects <i>(mandatory by BSCCo)</i></p> <p>None.</p>	
<p>Originator's Details:</p> <p>BCA Name: <i>Ceri Hughes</i></p> <p>Organisation: <i>ELEXON</i></p> <p>Email Address: <i>ceri.hughes@elexon.co.uk</i></p> <p>Date: <i>08/11/02</i></p> <p>Organisation:</p>	

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*(mandatory by BSCCo)***Attachments:**

- MCP113 'Revise staff availability hours for MPAS operational enquiries required under Clause 13.'