

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

<b>Change Proposal – F40/01 (Page 2 of 3)</b>	<b>CP No: 883</b> <i>(mandatory by BSCCo)</i>
<p><b>Justification for Change</b> <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><b>Other Configurable Items Potentially Affected by Proposed Solution(s)</b> <i>(optional by BSCCo)</i></p> <p>None.</p>	
<p><b>Impact on Core Industry Documents</b> <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><b>Related Changes and/or Projects</b> <i>(mandatory by BSCCo)</i></p> <p>None.</p>	
<p><b>Originator's Details:</b></p> <p><b>BCA Name:</b>            <i>Ceri Hughes</i></p> <p><b>Organisation:</b>        <i>ELEXON</i></p> <p><b>Email Address:</b>      <i>ceri.hughes@elexon.co.uk</i></p> <p><b>Date:</b>                    <i>08/11/02</i></p> <p><b>Organisation:</b></p>	

**Change Proposal – F40/01 (Page 3 of 3)****CP No: 883**  
*(mandatory by BSCCo)***Attachments:**

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