

# dig dat Retailer Notification Service

Giving wholesalers the power to keep retailers informed

Retailer Notification Service

Service Information Sheet

## Service solution overview

Market Operator Services Limited's (MOSL) market codes require water wholesalers to provide their retailers (within specified timescales) information on any events or issues, planned or reactive, that may impact or affect the supply of water and waste services to their customers.

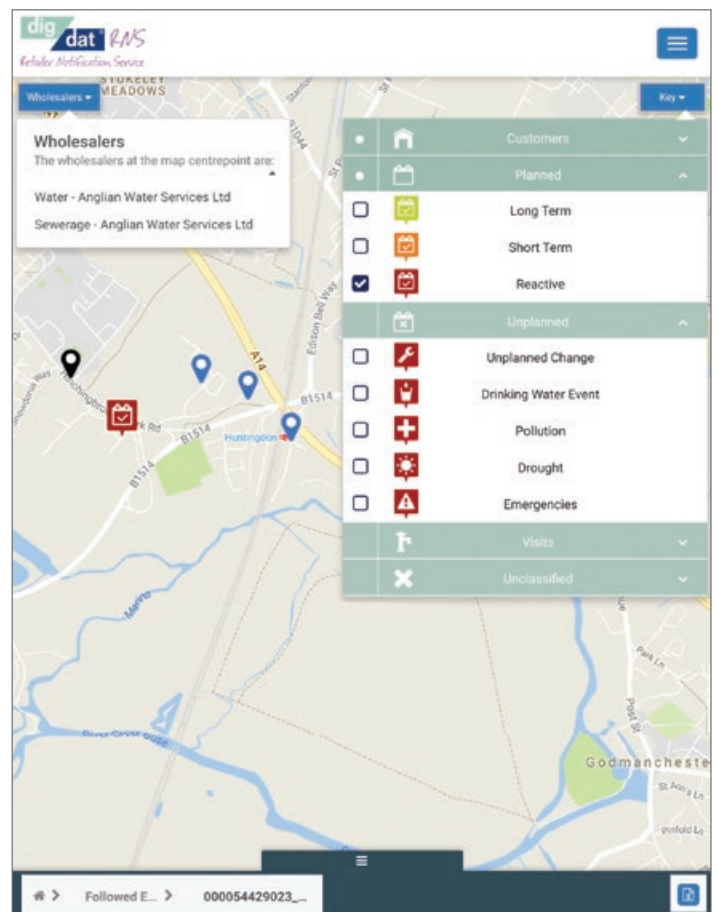
The digdat® Retailer Notification Service (RNS) provides wholesalers with the capability to be fully compliant with MOSL market code requirements to keep retailers notified of anything that may affect their customers whether planned or reactive.

## digdat's Retailer Notification Service delivers multiple benefits

The digdat® Retailer Notification Service is the first hosted service available of its kind in the Water Utility marketplace. It provides an effective and proven solution giving Wholesalers the power to keep their retailers informed in real time, of issues and events that may affect their customers' service or supply.

Key benefits:

- Provides assurance of complete compliance with MOSL market codes
- Adaptable to cater for future household customer requirements and volumes
- Easy to use web service available 24/7
- Accessible from mobile devices, tablets and desktops
- Helps mitigate against a surge of customer queries
- Viewable textually and graphically
- Retailers can:
  - 'follow' events and receive updates
  - comment and feedback on events directly to a Wholesaler



For further information please either call Customer Services on **0800 085 8060** email **info@digdat.co.uk** or visit **www.digdat.co.uk**



digital data on demand

powered by dig dat

## dig dat® Retailer Notification Service

Retailer Notification Service

continued

Giving wholesalers the power  
to keep retailers informed

# Service Information Sheet

### Features of digdat's Retailer Notification Service

digdat's RNS will use industry-standard technology to automatically notify a retailer of any unplanned interruptions or changes to supply which are reasonably likely to affect the supply to the retailer's non-household customers via a web browser:

- A leading solution fully compliant with MOSL market codes
- Provides a live view of disruptions or incidents that have the potential to impact non-household customers
- Provides access to all wholesaler notifications relevant to each retailer in one place, nationally
- Delivers a structure to manage communication to and from retailers
- Retailer specific notifications via a secure login
- Handles high volumes of wholesaler notifications
- Provides 24/7 hosted administration and communication service (to support compliance with MOSL part E codes)
- Plug and play solution or it can be enhanced with integrated data feeds
- Allows wholesalers to provide information as:
  - csv uploads
  - data feeds, such as street works data; or
  - manual creations / amendments
- Is supported with a manned helpdesk for wholesaler administrators
- Integrates with our digdat Communications Service
- Adapts to cater for future household customer requirements and volumes
- Retailers can opt to follow events, receive updates and provide comments or feedback to wholesalers on specific events.



For further information please either call  
Customer Services on **0800 085 8060**  
email **info@digdat.co.uk**  
or visit **www.digdat.co.uk**



digital data on demand

powered by dig dat®