

Retail Market Procedure NI 35

Change of Metering – Non Interval to Interval

06/06/2012

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Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

Table of Contents

1.	Introduction.....	3
1.1	Scope.....	3
1.2	History of Changes.....	4
1.3	Document References	4
2.	Procedure Description	5
2.1	Change of Metering – Non Interval to Interval - Meter Works Request	5
2.1.1	Process Flow Diagram	5
2.1.2	Process Description	6
2.1.3	Meter Works Request Validation	7
2.1.4	Fieldwork Charges	7
2.1.5	De-Energised Sites	7
2.2	Change of Metering – Non Interval to Interval – Meter Works Completion	8
2.2.1	Process Flow Diagram	8
2.2.2	Process Description	9
2.3	NIE Cancellation / Non-Completion of Meter Works.....	10
2.3.1	Process Flow Diagram	10
2.3.2	Process Description	11
2.4	Supplier Cancellation of Meter Works.....	13
2.4.1	Process Flow Diagram	13
2.4.2	Process Description	14
2.4.3	Meter Works Withdrawal Request Validation	15

Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

1. Introduction

1.1 Scope

This document defines the Retail Market Procedure (Northern Ireland) for a change of meter configuration from Non-Interval metered to Interval metered.

The procedure is documented as a number of sub-processes:

- **Change of Metering – Non Interval to Interval – Meter Works Request**
 - o Describes the process of a Supplier requesting meter works from NIE to change the meter configuration from Non-Interval metered to Interval.

- **Change of Metering – Non Interval to Interval – Meter Works Completion**
 - o Describes the process of NIE notifying a Supplier of the completion of Supplier-requested meter works which change the meter configuration from Non-Interval metered to Interval.
 - o The process also covers NIE notifying a Supplier of a meter configuration change from Non-Interval metered to Interval resulting from NIE-initiated meter works.

- **NIE Cancellation / Non-Completion of Meter Works**
 - o Describes the process of NIE notifying a Supplier of the cancellation or non-completion of Supplier-requested meter works to change the meter configuration from Non-Interval metered to Interval.

- **Supplier Cancellation of Meter Works**
 - o Describes the process of a Supplier requesting the cancellation of Supplier-requested change a meter configuration from Non-Interval metered to Interval.

Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

1.2 History of Changes

Version	Source of Change	Description of Change
0.1	Paul Merkens	Initial Draft
0.91	Paul Merkens	Issued for SIG Review
0.92	P Merkens	Update following SIG Workshop and for CRIDs 145 and 148
0.93	P Merkens	Rejection where an appointment ID is incorrectly provided
0.94	A Ferguson	Final Draft issued for Supplier Review prior to SIG Approval
1.0	A Ferguson	Baseline SIG Approval
2.0	J-E Smith	Baseline CDA Board Approved <ul style="list-style-type: none">• Updated for DR1110/CRID163
2.1	A Ferguson	Updated to reflect MP NI 39 Glossary of Terms

1.3 Document References

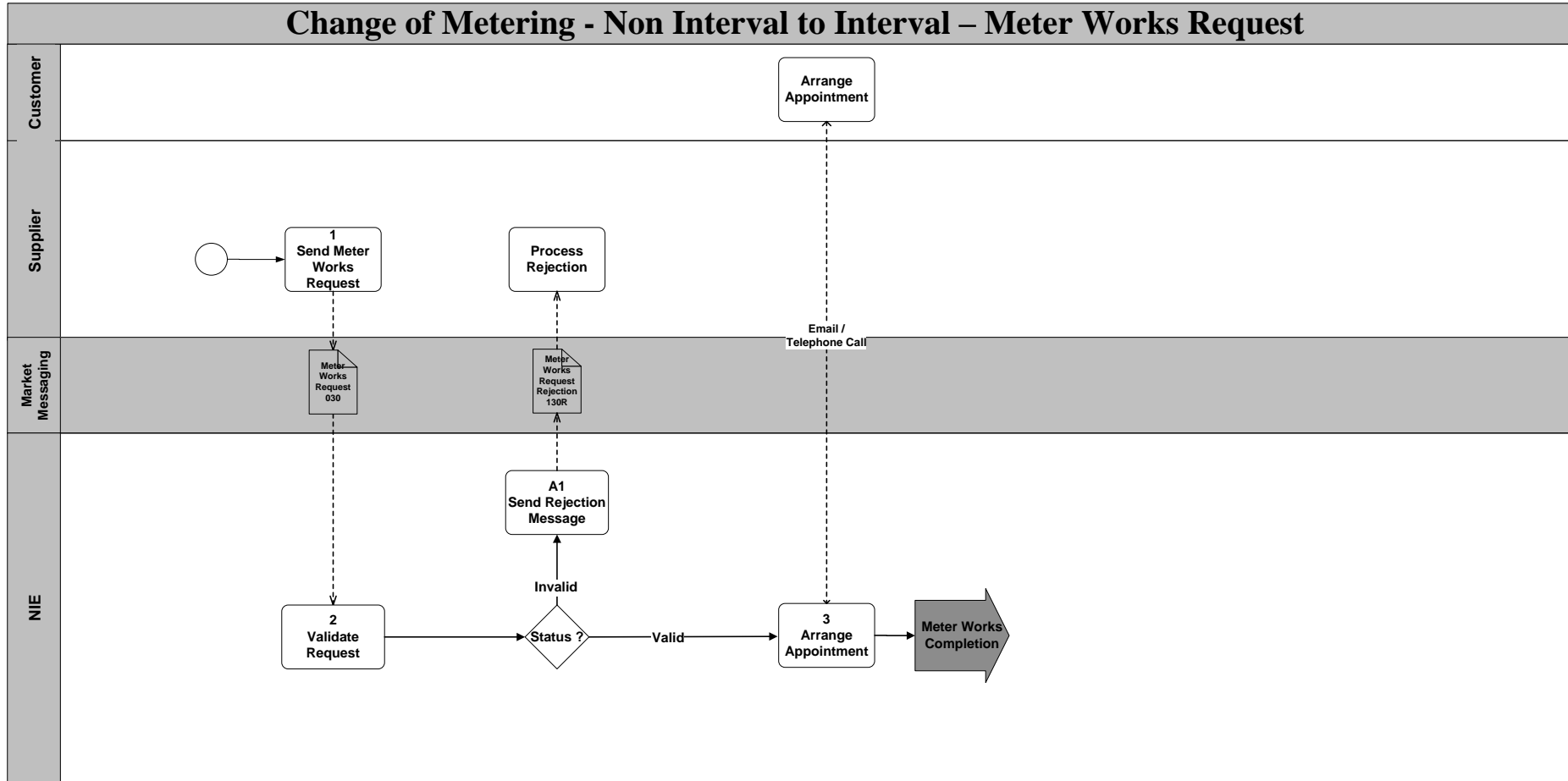
Document Reference	Document Name
MP NI 10	Re-Energisation
MP NI 14	Readings Processing – Non Interval
MP NI 39	NI Market Procedures - Glossary of Terms
MG NI 41	Fieldwork Types, Charges and Delivery Time Targets

Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2. Procedure Description

2.1 Change of Metering – Non Interval to Interval - Meter Works Request

2.1.1 Process Flow Diagram



Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2.1.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>The Supplier must request a change of metering from Non-Interval to Interval metering by sending a Meter Works Request market message, with the Request Status set to 'I' (Initiate), to NIE.</p> <p>The Supplier must provide:</p> <ul style="list-style-type: none"> • The type of meter works required, which must be M04 – Install Interval Metering and Communications • The required Meter Configuration Code 	030 to NIE
2	NIE	NIE will validate the Meter Works Request (refer to <i>Section 2.1.3</i> for validation rules).	
A1	NIE	<p>If the message fails validation, NIE will send a Meter Works Request Rejected message to the Supplier.</p> <p>The Meter Works Request Rejected message will contain a Reject Reason Code to specify the reason for validation failure.</p>	130R to Supplier
3	NIE	NIE will contact the Customer, or their authorised agent, directly to arrange an Appointment.	Telephone call / Email to Customer

Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2.1.3 Meter Works Request Validation

A Meter Works Request will be rejected if:

- The Meter Works Request message fails field or segment level validation
- The Supplier is not registered to the Meter Point
- The Meter Point status is Terminated or De-Energised. See section 2.1.5 on the procedure for De-Energised Meter Points.
- The request duplicates an existing request that is in progress
- A change of metering configuration is requested for a Meter Point at which there is a current Change of Supplier Registration Request pending completion
- A metering configuration is requested that may not be requested by the Supplier
- A metering configuration is requested that is incompatible with the Connection Characteristics (e.g. MIC) of the Meter Point
- A metering configuration is requested that is incompatible with the Usage Type of the Meter Point
- An Appointment Id is included in the Meter Works Request message

2.1.4 Fieldwork Charges

Please refer to Market Guide MG NI 41 for information on Fieldwork charges.

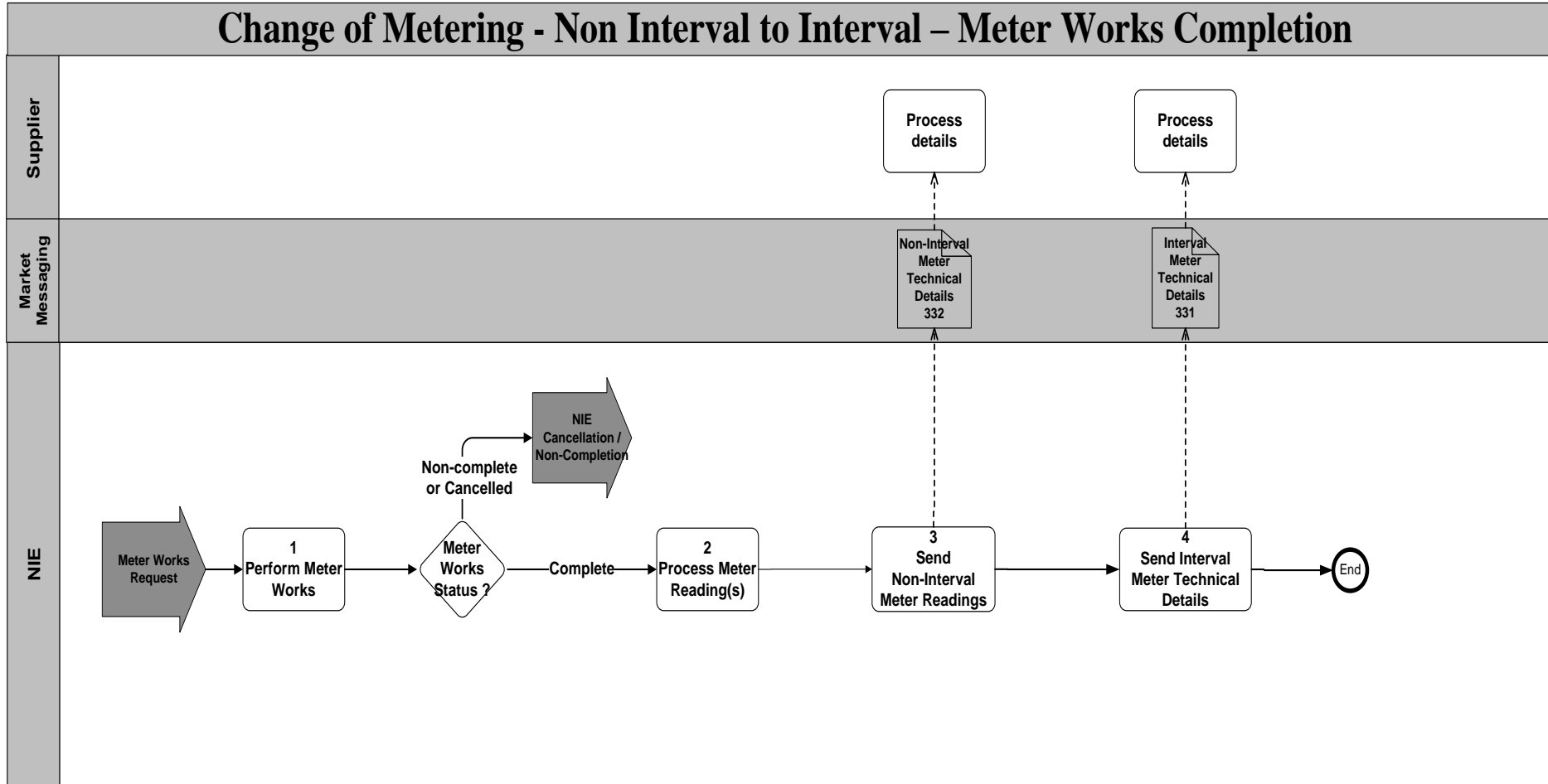
2.1.5 De-Energised Sites

- Where a Supplier requires the site to be re-energised on the same Fieldwork visit refer to Market Procedure NI 11

Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2.2 Change of Metering – Non Interval to Interval – Meter Works Completion

2.2.1 Process Flow Diagram



Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

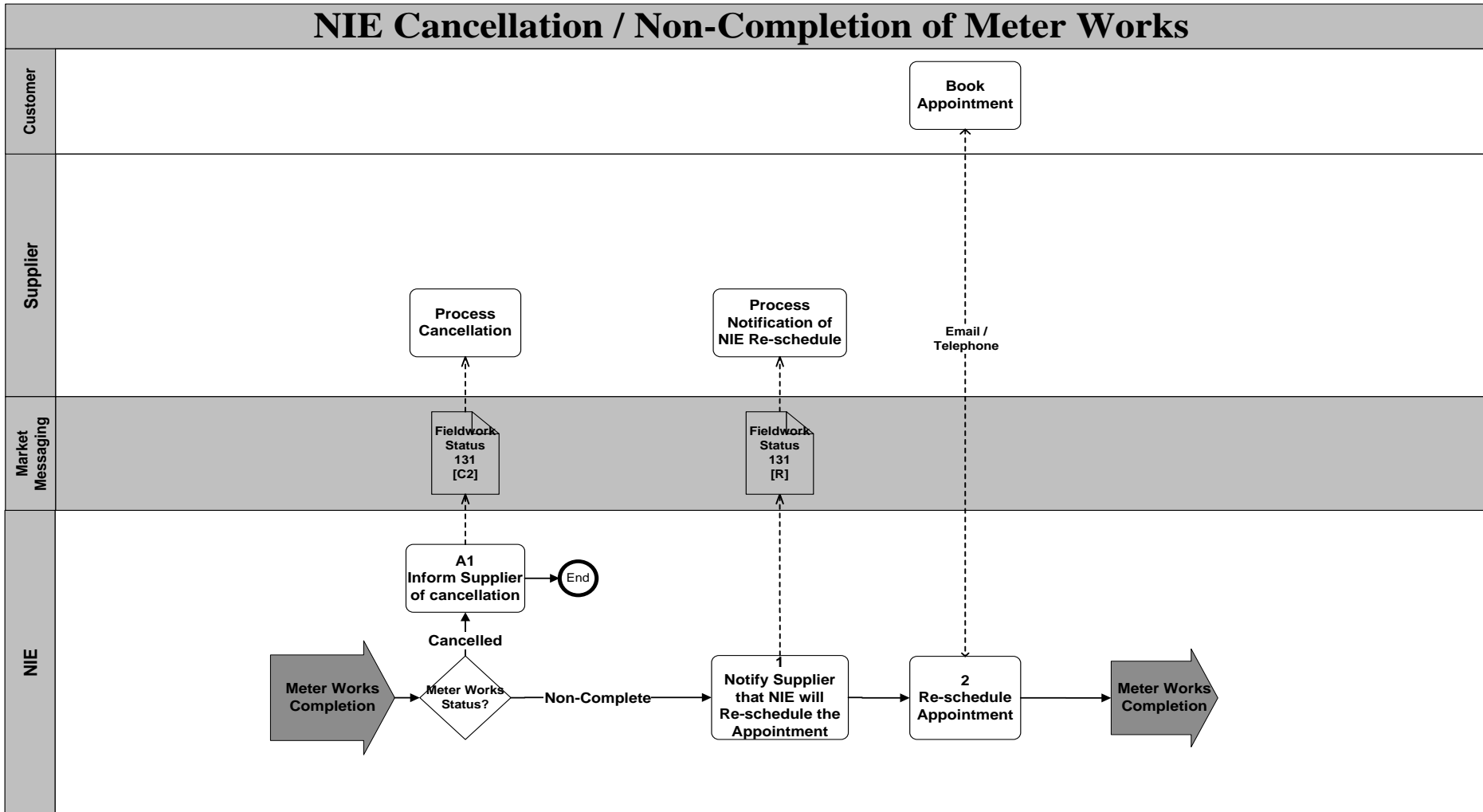
2.2.2 Process Description

Step	Role	Action	Interface
1	NIE	NIE will perform the requested meter works.	
2	NIE	When the job is complete, NIE will process the meter readings obtained from the removed Non-Interval meters If, for any reason, it is not possible to collect an actual reading on meter removal, then readings will be estimated. Refer to MP NI 14 - Readings Processing Non-Interval for details of readings processing and estimation.	
3	NIE	NIE will send the meter readings for the removed Non-Interval metering to the Supplier on a Non-Interval Meter Technical Details market message.	332 to Supplier
4	NIE	NIE will send the new Interval meter details to the Supplier on an Interval Meter Technical Details market message.	331 to Supplier

Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2.3 NIE Cancellation / Non-Completion of Meter Works

2.3.1 Process Flow Diagram



Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2.3.2 Process Description

Step	Role	Action	Interface
A1	NIE	<p>NIE can cancel meter works in certain circumstances including:</p> <ul style="list-style-type: none"> • It is not possible to schedule the work for a date acceptable to the Customer, or their authorised agent • Revenue Protection issues at the Meter Point • Safety issues at the Meter Point • Customer actions, or those of their authorised agent, prevent completion (including the failure to arrange an Appointment by the required date) • Customer did not allow the job to proceed • Incorrect Meter Point address • It is not possible to re-schedule work for a date acceptable to the Customer or their authorised agent (see step 2) <p>NIE will send a Fieldwork Status market message to the Supplier with a 'C2' Request Status to indicate that the meter works have been cancelled by NIE.</p> <p>The message will include an Outcome Reason Code to indicate the reason for cancellation.</p> <p>Cancelled meter works cannot be re-scheduled. If the Supplier wishes to request the meter works again, they must send a new Meter Works Request market message to NIE.</p>	<p>131[C2] to Supplier</p>
1	NIE	<p>Where meter works could not be completed but NIE do not cancel the works, the original Appointment can be re-scheduled to enable a repeat visit.</p> <p>NIE will send a Fieldwork Status message to the Supplier with an 'R' Request Status to indicate that the meter works request has been not been completed and that NIE will take responsibility for contacting the Customer to re-schedule the Appointment.</p> <p>The message will include an Outcome Reason Code to indicate the reason for non-completion.</p>	<p>131[R] to Supplier</p>
2	NIE	<p>NIE will contact the Customer, or their authorised agent, to arrange an Appointment for a repeat visit.</p> <p>If it is not possible to schedule the work for a date acceptable to the Customer, or their authorised agent, then</p>	<p>Email/Telephone call to customer or their authorised agent.</p>

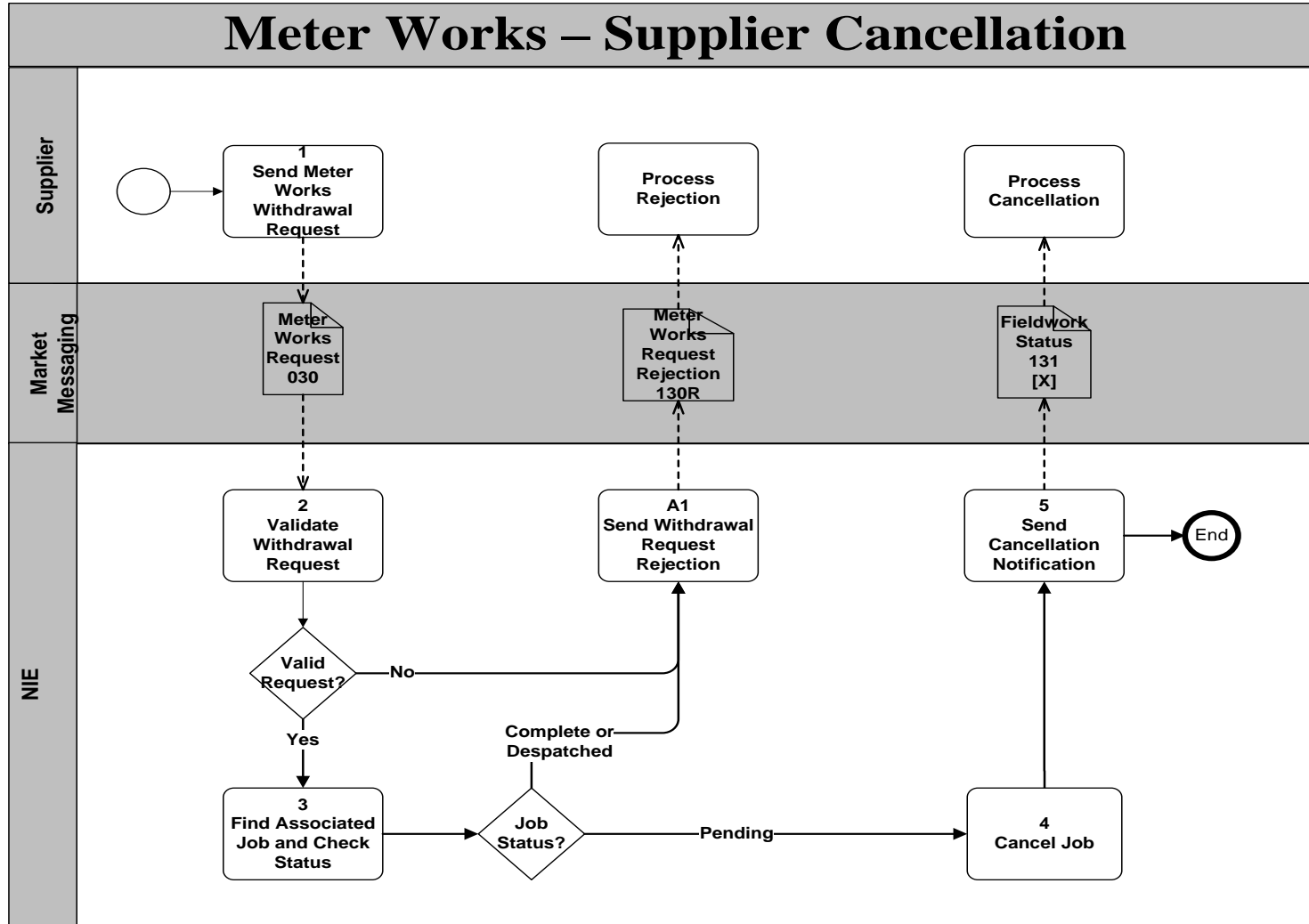
Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

Step	Role	Action	Interface
		the request may be cancelled (see step A1)	

Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2.4 Supplier Cancellation of Meter Works

2.4.1 Process Flow Diagram



Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2.4.2 Process Description

Step	Role	Action	Interface
1	Supplier	<p>If a Supplier wishes to cancel a meter works request, they must send a Meter Works Request market message, with the Request Status set to 'W' (Withdraw), to NIE.</p> <p>The Request Status should only be set to 'W' where a previous Meter Works Request has been sent and the Supplier wishes to cancel that instruction. The withdrawal message should mirror the data sent on the initiating Meter Works Request in all other respects.</p> <p>The data in the following fields must be the same in both messages:</p> <ul style="list-style-type: none"> • MPRN • MP Business Reference • Appointment Id (if applicable) • Meter Works Type 	030 to NIE
2, 3	NIE	NIE will validate the withdrawal request (Refer to <i>Section 2.4.3</i> for validation rules)	
A1	NIE	<p>If the message fails validation or the Fieldwork has already been despatched or completed and cannot be cancelled, NIE will send a Meter Works Request Rejected message to the Supplier.</p> <p>The Meter Works Request Rejected message will contain a Reject Reason Code to specify the reason for validation failure.</p>	130R to Supplier
4	NIE	<p>If the withdrawal request passes validation, and the internal NIE job associated with the original Meter Works Request can be cancelled, NIE will</p> <ul style="list-style-type: none"> - Cancel the internal job associated with the meter works request - Cancel any Appointment associated with the meter works request 	
5	NIE	NIE will send a Fieldwork Status message to the Supplier with an 'X' Request Status to indicate that the meter works request has been cancelled at the Supplier's request.	131 [X] to Supplier

Retail Market Procedure NI 35 – Change of Metering – Non Interval to Interval

2.4.3 Meter Works Withdrawal Request Validation

A Meter Works withdrawal request will be rejected if:

- The withdrawal request message fails field or segment level validation (please refer to 'NI Market Message Implementation Guide – Fieldwork' for details of message validation).
- The data in the fields listed below does not match exactly with an existing Initiated request:
 - MPRN
 - MP Business Reference
 - Appointment Id (if applicable)
 - Meter Works Type
- The withdraw request is for an initiated Meter Works Request where the NIE job has either already been despatched to an electrician or has been completed and cannot be cancelled.