

Retail Market Procedure NI 9

De-Energisation

19/10/2014

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|------------------------|----------|
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| <i>Version:</i> | 2.1.1 |

Retail Market Procedure NI 9 – De-Energisation

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Retail Market Procedure NI 9 – De-Energisation

1. Introduction

1.1 Scope

This document is the Retail Market Procedure for De-Energisation in Northern Ireland.

The procedure applies to metered Meter Points only and excludes unmetered Meter Points.

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

- **De-Energisation – Job Request**
 - o Describes the process of a Supplier requesting the de-energisation of a Meter Point.
- **De-Energisation – Job Completion**
 - o Describes the process of NIE notifying a Supplier of the completion of a job to de-energise a Meter Point.
 - o The process also covers notification of de-energisation resulting from NIE-initiated Fieldwork.
- **NIE Cancellation/Non-Completion of Fieldwork**
 - o Describes the process of NIE notifying a Supplier of the cancellation or non-completion of a job to de-energise a Meter Point.
- **Supplier Cancellation**
 - o Describes the process of a Supplier requesting the cancellation of a previously submitted de-energisation request.

1.2 History of Changes

| Version | Source of Change | Description of Change |
|---------|------------------|---|
| 0.1 | | Initial draft version. |
| 0.2 | P Merkens | Updated for MCR1010 |
| 0.91 | Paul Merkens | Updated for CRID 143 and issued for SIG Review |
| 0.92 | P Merkens | Update following SIG Workshop |
| 0.93 | P Merkens | Updated for CRID 154 Rejection where an appointment ID is incorrectly provided |
| 0.94 | J-E Smith | 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 |

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| | | |
|-------|------------|--|
| | | <ul style="list-style-type: none">• Updated for DR1110_CRID163 |
| 2.1 | A Ferguson | Updated to reflect MP NI 39 Glossary of Terms |
| 2.1.1 | J-E Smith | Updated for DR1142_CRID179 Baseline CDA Board Approved |

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1.3 Document References

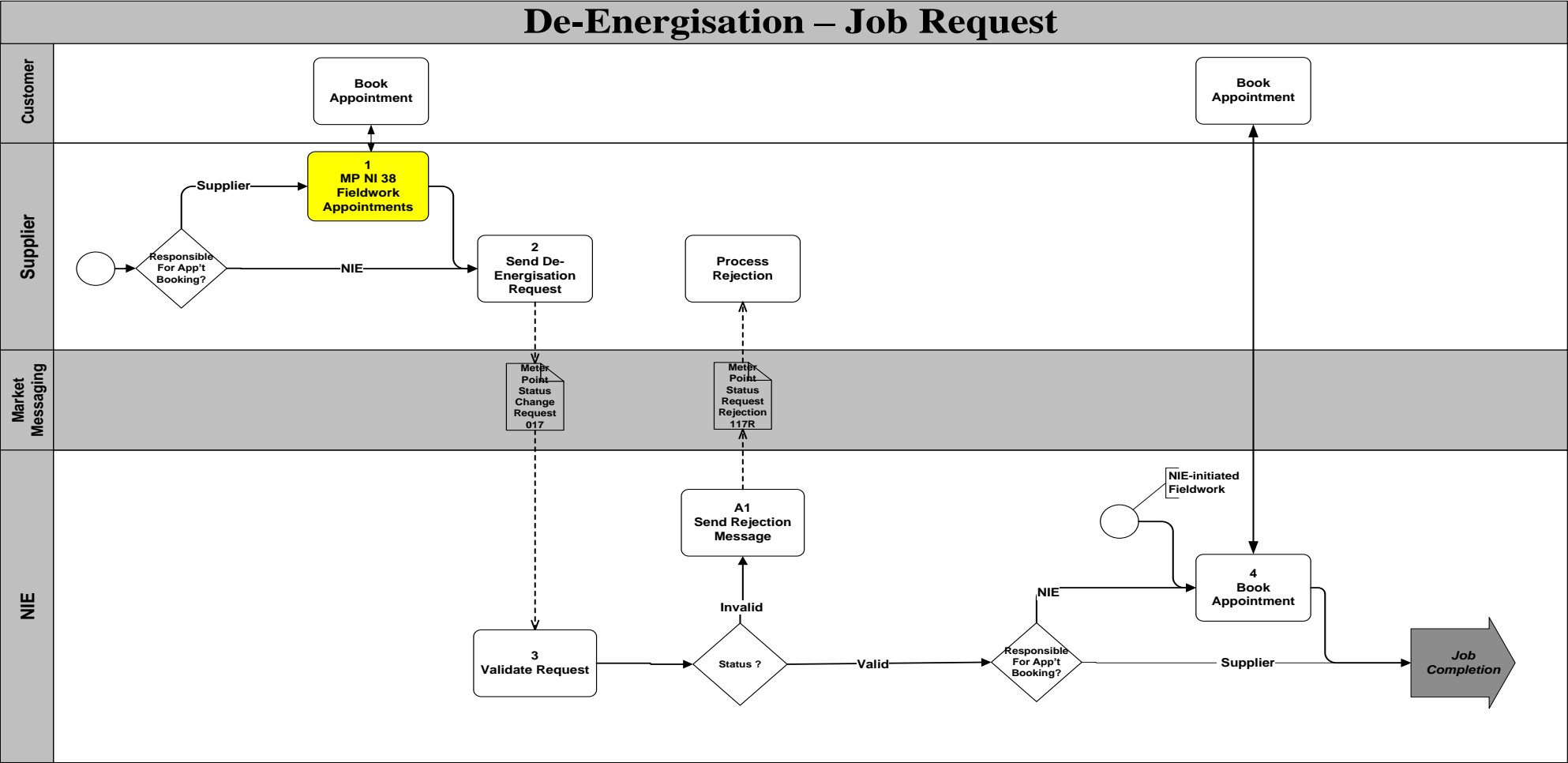
| Document Reference | Name |
|---------------------------|--|
| MP NI 38 | Fieldwork Appointments |
| MP NI 39 | NI Market Procedures - Glossary of Terms |
| MG NI 41 | Fieldwork Types, Charges and Delivery Time Targets |

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2. Procedure Description

2.1 De-Energisation – Job Request

2.1.1 Process Flow Diagram



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2.1.2 Process Description

| Step | Role | Action | Interface |
|------|-----------------|---|---|
| 1 | Supplier | <p>Fieldwork Appointments</p> <p>Except where circumstances set out below apply the Supplier must book an Appointment and obtain an Appointment Id prior to sending a Fieldwork request message to NIE.</p> <p>If any of the following circumstances apply, an Appointment should not be made through the Market Website:</p> <ul style="list-style-type: none"> • Where the Maximum Import Capacity (MIC) is greater than or equal to 70kVA; or • The Meter Point is Interval metered; or • The Meter Point is CT metered; or • The Appointment is for de-energisation for non-payment <p>For further details on the booking of Appointments refer to Retail Market Procedure NI 38 Fieldwork Appointments.</p> | Market Website/ Appointments section. |
| 2 | Supplier | <p>The Supplier should request de-energisation by sending a Meter Point Status Change Request message to NIE.</p> <p>A Supplier may request either of the following:</p> <ul style="list-style-type: none"> • De-energisation – non-payment related. • De-energisation – not non-payment related. <p>De-energisation may only be requested for a residential Meter Point if no Supply Agreement exists.</p> <p>The Supplier must indicate:</p> <ul style="list-style-type: none"> • The requested connection status of the Meter Point, i.e. de-energised. • The meter point status reason, i.e. <ul style="list-style-type: none"> ○ D01 - De-energise (Not NPA related) ○ D02 - De-energise (NPA related) • Existence/non-existence of a Supply Agreement. • Customer contact details if these have not previously been provided or differ from those previously provided. | 017 to NIE. |

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| Step | Role | Action | Interface |
|------|------------|--|---|
| | | <ul style="list-style-type: none"> • Access arrangements. • Appointment Id where the Supplier is required to book a Fieldwork Appointment. <p>Where a de-energisation is associated with a Termination of connection then the Supplier should include text in the “access arrangements” field to advise NIE of this.</p> | |
| 3 | NIE | NIE will validate the de-energisation request (see section 2.1.3). | |
| A1 | NIE | If the request is rejected NIE will inform the Supplier by sending a Meter Point Status Request Rejection message containing one Reject Reason. | 117R to Supplier. |
| 4 | NIE | In the circumstances where a Supplier should not book an Appointment using the Market Website, and excepting de-energisation for non-payment, NIE will arrange an Appointment with the Customer or their authorised agent to complete the request. If it is not possible to schedule the work for a date acceptable to the Customer or their authorised agent then the request may be cancelled. | Telephone call to customer or their authorised agent. |

NIE may initiate Fieldwork in cases other than when requested by a Supplier. These cases include work originating from requests by Customers or their authorised agents and work initiated directly by NIE.

Refer to Market Guide MG NI 41 for guidance on Fieldwork Types, Charges and Delivery Time Targets..

2.1.3 De-Energisation Request Validation

A de-energisation request will be rejected if:

- The Supplier is not Registered to the Meter Point.
- The current Meter Point status held by NIE is D (De-Energised).
- A de-energisation is requested for a residential Meter Point, where there is a Supply Agreement. Where a residential Customer requires de-energisation then the Customer should apply directly to NIE. Refer to MG NI 41 Fieldwork Types, Charges and Delivery Time Targets.
- The request duplicates an existing request that is in progress.
- Where a Fieldwork Appointment is required to be made by the Supplier, an Appointment Id is not included in the Meter Point Status Change Request message or the Appointment Id included in the Meter Point Status Change Request message is invalid.
- A Change of Supplier is pending
- The Meter Point Status Change Request message fails field or segment level validation

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- Where a Fieldwork Appointment is not required to be made by the Supplier, an Appointment Id is included in the Meter Point Status Change Request message

Refer to 'NI Market Message Implementation Guide – Meter Works' for details of message validation.

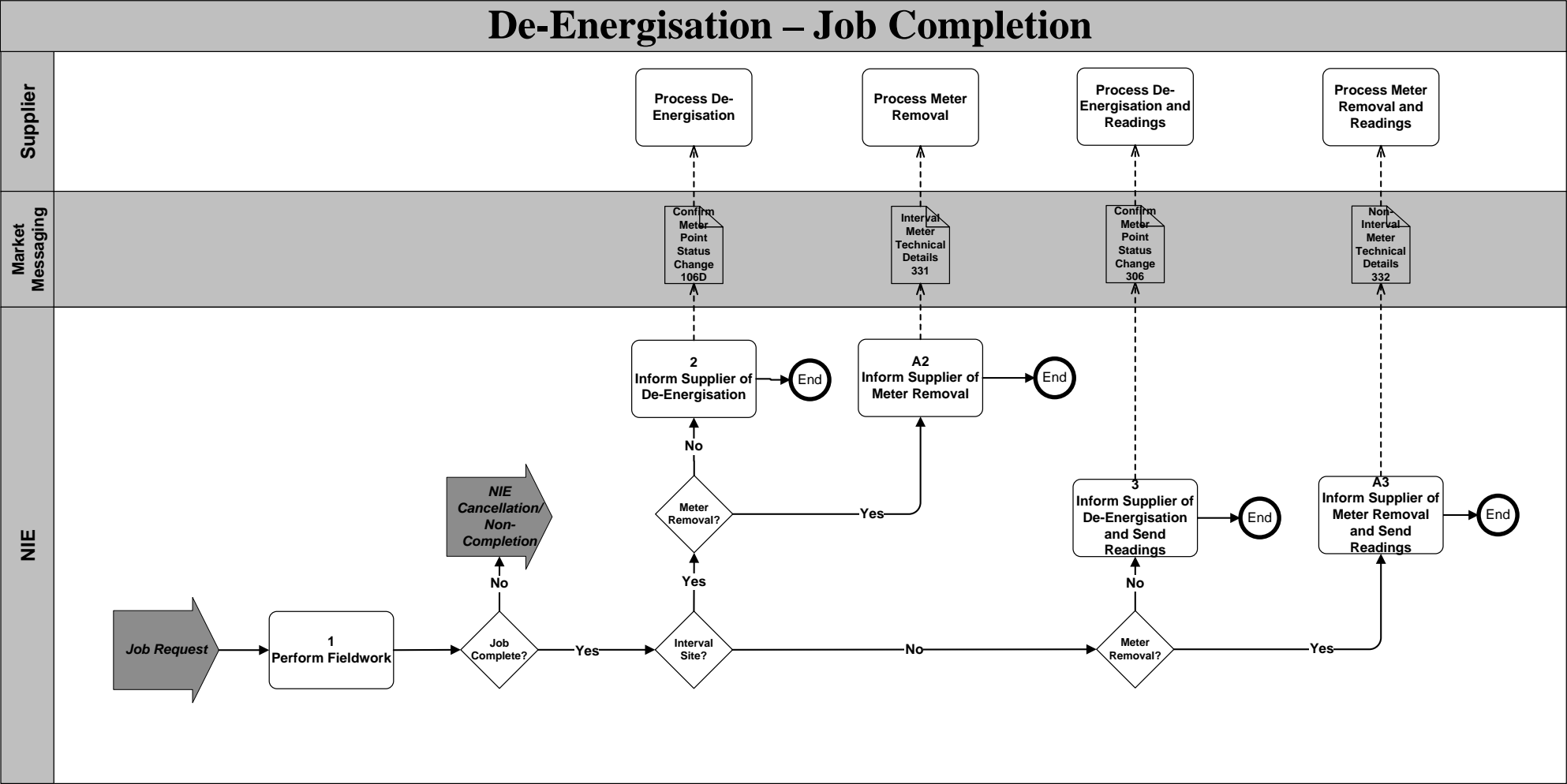
2.1.4 Fieldwork Charges

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

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2.2 De-Energisation – Job Completion

2.2.1 Process Flow Diagram



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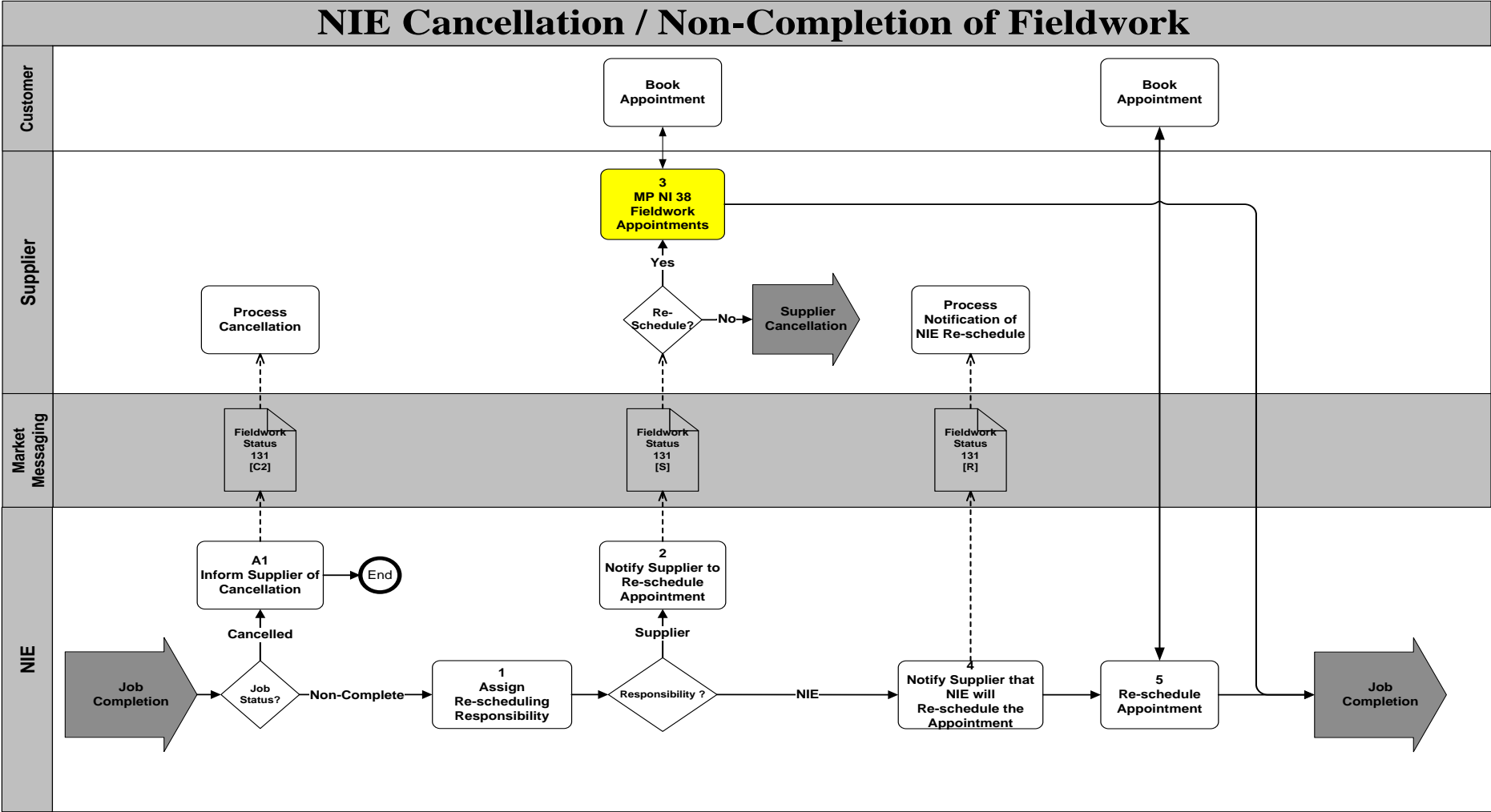
2.2.2 Process Description

| Step | Role | Action | Interface |
|------|------------|---|-------------------|
| 1 | NIE | An electrician will make a site visit to perform the Fieldwork that has been requested by the Supplier. It may not be possible to complete the Fieldwork as requested and this may result in cancellation of the Fieldwork request by NIE or may require an Appointment to be arranged with the Customer for a repeat visit – see section 2.3 for more information on NIE cancellation/non-completion. | |
| 2 | NIE | Where Fieldwork has been completed to de-energise an Interval site and no meters were removed, NIE will inform the Supplier by sending a Meter Point Status Change De-Energisation Confirmation message. | 106D to Supplier. |
| A2 | NIE | If a meter has been removed during Fieldwork to complete a de-energisation request for an Interval site, NIE will send an Interval Meter Technical Details message to the Supplier. This message will be sent instead of the Meter Point Status Change De-Energisation Confirmation message. | 331 to Supplier. |
| 3 | NIE | Where Fieldwork has been completed to de-energise a Non- Interval site and no meters were removed, NIE will inform the Supplier by sending a Meter Point Status Change De-Energisation Confirmation – Non Interval message. This message will include meter readings that have been collected by the electrician on site. | 306 to Supplier. |
| A3 | NIE | If a meter has been removed during Fieldwork to complete a de-energisation request for a Non- Interval site, NIE will send a Non Interval Meter Technical Details to the Supplier. This message will include meter readings that have been collected by the electrician on site. This message will be sent in instead of the Meter Point Status Change De-Energisation Confirmation – Non Interval message. | 332 to Supplier. |

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2.3 NIE Cancellation/Non-Completion

2.3.1 Process Flow Diagram



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2.3.2 Process Description

| Step | Role | Action | Interface |
|------|------------|--|----------------------|
| A1 | NIE | <p>NIE may cancel requests 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 • A Supplier fails to withdraw a Fieldwork request or reschedule an Appointment within ten days of a rescheduling notification (see step 2) • It is not possible to re-schedule work for a date acceptable to the Customer or their authorised agent (see step 5) <p>NIE will send a Fieldwork Status message to the Supplier with a 'C2' Request Status to indicate that the Fieldwork request has been cancelled by NIE.</p> <p>The message will include an Outcome Reason Code to indicate the reason for cancellation.</p> <p>Cancelled de-energisation requests cannot be re-scheduled. If the Supplier wishes to request the de-energisation again, they must send a new Meter Point Status Change Request message to NIE.</p> | 131[C2] to Supplier. |
| 1 | NIE | <p>Where Fieldwork could not be completed but NIE do not cancel the job, the original Appointment can be re-scheduled to enable a repeat visit.</p> <p>NIE will decide where responsibility lies for re-scheduling the Appointment – with the Supplier, or with NIE.</p> <p>NIE will always take responsibility for re-scheduling Appointments where the job is deemed to be non-complete and the Maximum Import Capacity (MIC) at the Meter Point is greater than or equal to 70kVA.</p> | |
| 2 | NIE | <p>Where NIE decide that responsibility for re-scheduling lies with the Supplier, NIE will send a Fieldwork Status message to the Supplier with an 'S' Request Status to indicate that the Fieldwork request has not been</p> | 131[S] to Supplier |

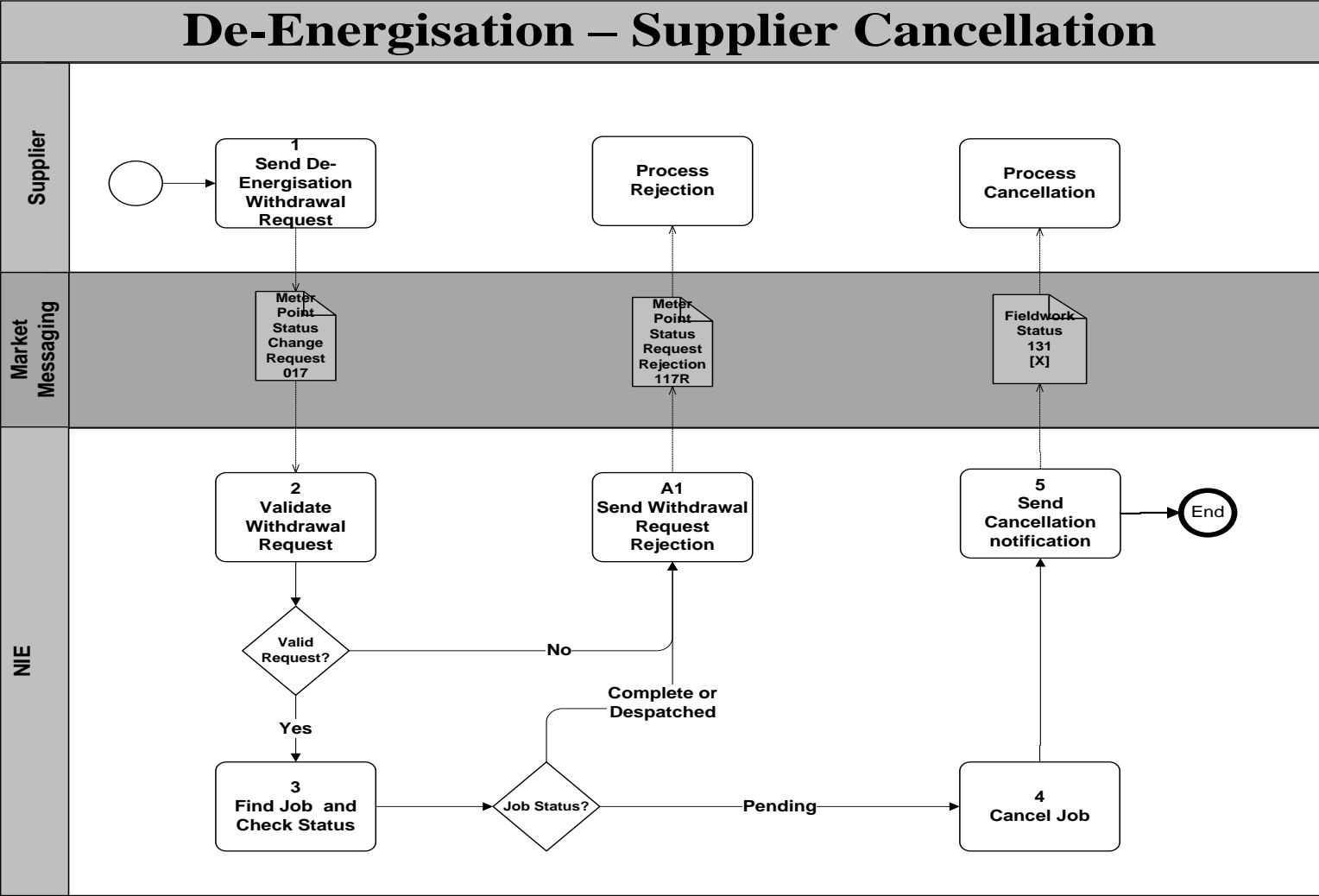
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| Step | Role | Action | Interface |
|------|-----------------|--|---|
| | | <p>completed and that it is the Supplier's responsibility to contact the Customer to re-schedule the Appointment.</p> <p>The message will include an Outcome Reason Code to indicate the reason for non-completion.</p> <p>If the Supplier does not re-schedule the Appointment, or send a withdrawal request, within ten business days, NIE will automatically cancel the de-energisation request and any associated Appointment (see step A1).</p> | |
| 3 | Supplier | <p>The Supplier should contact the Customer to re-arrange the Appointment and then re-schedule the original Appointment via the Appointments section of the Market Website.</p> <p>For further details on the re-scheduling of Appointments refer to Retail Market Procedure NI 38 Fieldwork Appointments.</p> <p>If the Customer (or Supplier) does not wish to proceed with the Fieldwork, the Supplier can submit a Fieldwork withdrawal request (Refer to <i>Section 2.4 – Supplier Cancellation</i>).</p> | |
| 4 | NIE | <p>Where NIE take responsibility for re-scheduling the Appointment, NIE will send a Fieldwork Status message to the Supplier with an 'R' Request Status to indicate that the Fieldwork request has been not been completed and that NIE will take responsibility to contact 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> | 131[R] to Supplier |
| 5 | NIE | <p>Where NIE take responsibility for re-scheduling the Appointment, 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 re-schedule the work for a date acceptable to the Customer or their authorised agent then the request may be cancelled (see step A1)</p> | Email/Telephone call to customer or their authorised agent. |

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2.4 Supplier Cancellation

2.4.1 Process Flow Diagram



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2.4.2 Process Description

| Step | Role | Action | Interface |
|------|-----------------|---|---|
| 1 | Supplier | <p>The Supplier should request the cancellation of a previously submitted de-energisation request by sending a Meter Point Status Change Request message to NIE.</p> <p>The Request Status should be set to 'W' where a previous Meter Point Status Change Request has been sent and the Supplier wishes to cancel that instruction. The withdrawal message should mirror the data sent on the initiating Meter Point Status Change 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 • Market Participant Business Reference • Appointment ID (if applicable). | 017 to Supplier. |
| 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 Point Status Request Rejection message to the Supplier.</p> <p>The Meter Point Status Request Rejection will contain one Reject Reason.</p> | 117R to Supplier |
| 4 | NIE | <p>If the Fieldwork withdrawal request is accepted by NIE, NIE will:</p> <ul style="list-style-type: none"> • Cancel the Fieldwork job associated with the original request. • Check if there is an Appointment associated with the original request and will cancel that Appointment | |
| 5 | NIE | <p>NIE will acknowledge the cancellation of the Fieldwork to the Supplier by sending a Fieldwork Status message to the Supplier with an 'X' Request Status to indicate that the Fieldwork request has been cancelled at the request of the Supplier.</p> <p>Where NIE has received a valid Supplier de-energisation market message request for D02 and the fieldwork has been scheduled/despatched on the Central Market System and the Supplier telephones NIE to cancel the</p> | <p>131[X] to Supplier.</p> <p>131[X] to Supplier.</p> |

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| Step | Role | Action | Interface |
|------|------|---|-----------|
| | | D02 fieldwork due to Supplier/Customer non-payment arrangements being made, NIE will cancel the fieldwork request by sending a Fieldwork Status message to the Supplier with an 'X' Request Status with Outcome Reason Code C010 (Not completed at Supplier's request) to indicated that the Fieldwork request has been cancelled at the request of the Supplier. | |

2.4.3 Fieldwork Withdrawal Request Validation

A Fieldwork withdrawal request will be rejected if:

- The withdrawal request message fails field or segment level validation (please refer to 'NI Market Message Implementation Guide – Meter Works' for details of message validation).
- The withdrawal request cannot be matched to a Fieldwork request made by the Supplier.
- Fieldwork has been despatched.
- Fieldwork has been completed.