MARKET PROCESS DESIGN

MPD 10 - Market Process for Re-Energisation

TABLE OF CONTENTS

1 Introduction

1.1 Scope

This process describes the procedure for re-energisation of a meter point or a single point unmetered site. This will usually be requested by the registered supplier. In exceptional circumstances, however, it may be initiated by ESBN.

1.2 History of Changes

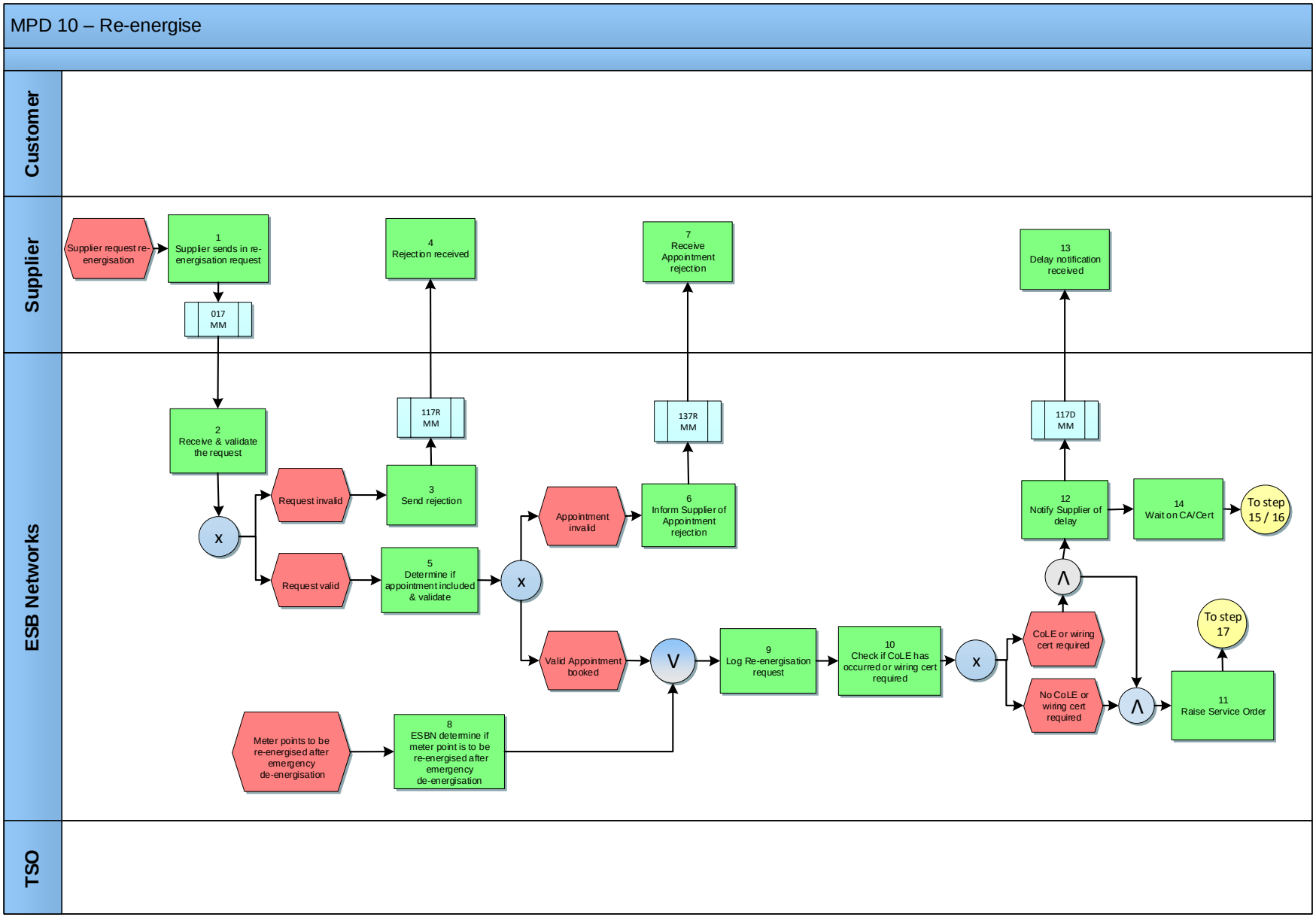
This Procedure includes the following changes:

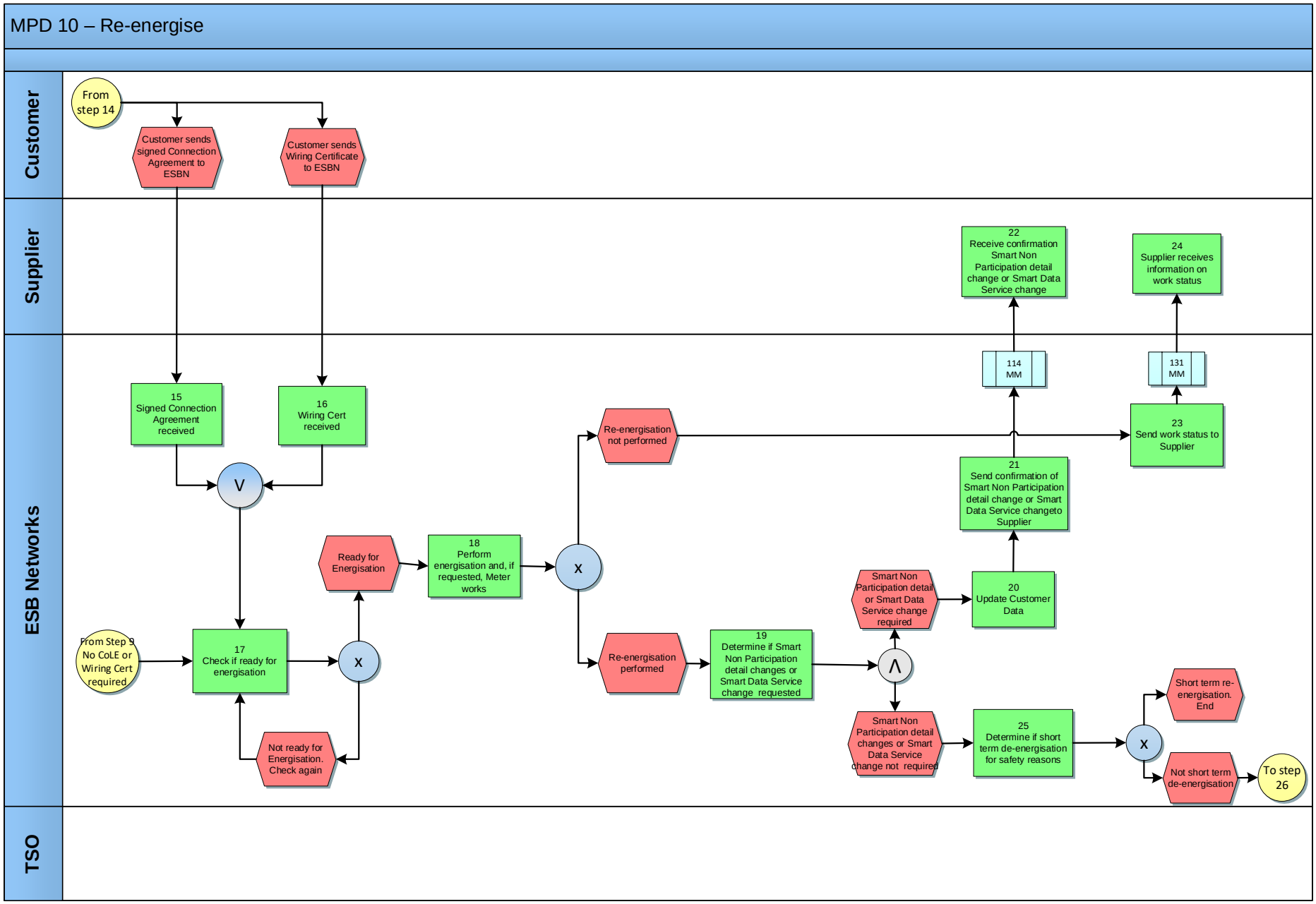
Version in which last change Implemented	Source of Change	Description of Change
Draft	513	Changes surrounding Connection agreements in the case of Change of Legal Entity
Draft	518	Changes to DSO requirements for re-energisation – explicit signalling of CoLE on 017 flow
Draft	93	Flow 106E has been renamed to 307 for NQH sites only and will be sent by MRSO. For QH metered and unmetered sites 106E will be sent by DSO.
Draft	102	New flow, 117D, introduced to inform Suppliers of a delay in re-energisation due to a need for a wiring cert or Connection Agreement
		Further Changes since version 3.1
Draft	Design	Handling of cancelled Re-energisation requests
Draft	MIG September 17th	Standardised on use of QH/NQH terminology
		Updates arising from Supplier clarifications
Draft	Proposed Modification 1	Text on MPD updated to QH
Draft	Proposed Modification 2	Suppliers will not be informed of re-energisation and de-energisation occurring on the same day when these are DSO initiated only.
Draft	Proposed Modification 3	Update text around step 19 to include TSO initiated de-energisations.
Draft	Written Supplier Clarification 1	Step 24 re-worded to reflect MPD 11
		Change arising following version 4.0 DRAFT
		Changes applied after version 4.1
Version 4.2	MCR 0029	Update of Market Process Documentation to reflect single point unmetered designs.
Version 4.2	MCR 0025	Update to include manual interaction between Networks and Suppliers for continued no access to a site.
		Changes applied after version 4.2
Version 4.3	MCR 0046	ESB National Grid Requirements communicating Re-Energisation

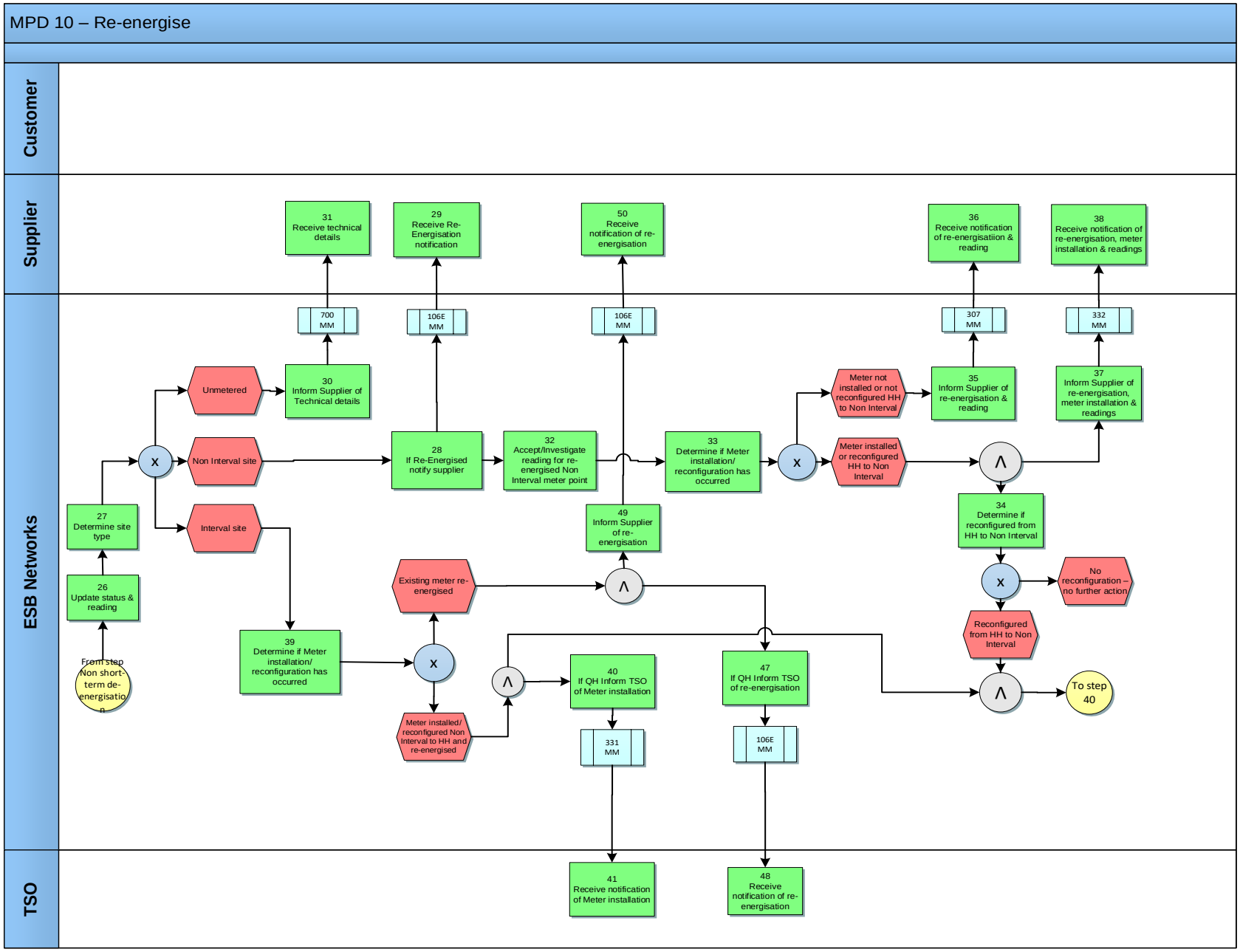
Version in which last change Implemented	Source of Change	Description of Change
		Changes applied after version 4.3
Version 4.4	DRR 0062	Update to include Clarification to Non NPA related Re-energisation process.
		No changes applied after version 4.4
Version 8.0	RMDS QA	No business changes applied. MPD clean-up: objects enlarged to make text readable, swimlane actors shifted left, swimlanes tightened.
Version 8.0a	MCR 0161	Updated to reflect implementation of "MCR 0161 - Increasing the threshold for connection agreement return". Changed references of threshold from "100 kVA" to "MV (Medium Voltage)" the following step: * Check if CoLE has occurred or wiring cert required
Version 9.1	RMDS QA	"Swimlane" removed from MPD Name
Version 10.0	Harmonisation Go-Live MCR 171	New Market Message 131 included in MPD
Version 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included. Corrected SMO listed as a role in the swimlane in ARIS but should be TSO.
Version 10.4	MCR 0161	Changed reference of threshold from "100 kVA" to "MV (Medium Voltage)" for Step 10 - Check if CoLE has occurred or Wiring Cert is required.
Version 10.5	AIQ 2831	Description for step 10 reworded to "A signed Connection Agreement must be returned for customers where the site is not LV greater than or equal to 100 kVA"
Version 13.0	MCR 1160 & MCR 0176	Final version incorporating Draft V1.0 to V3.0 V13.0 SMART: Updated Process Step 2, 18 & 31 New Process Steps 11, 19 – 22, 32, 37 - 44 Supplementary information updated
Version 13.2	Non-Conformance	Process Step Descriptions added to steps 20, 21 & 22

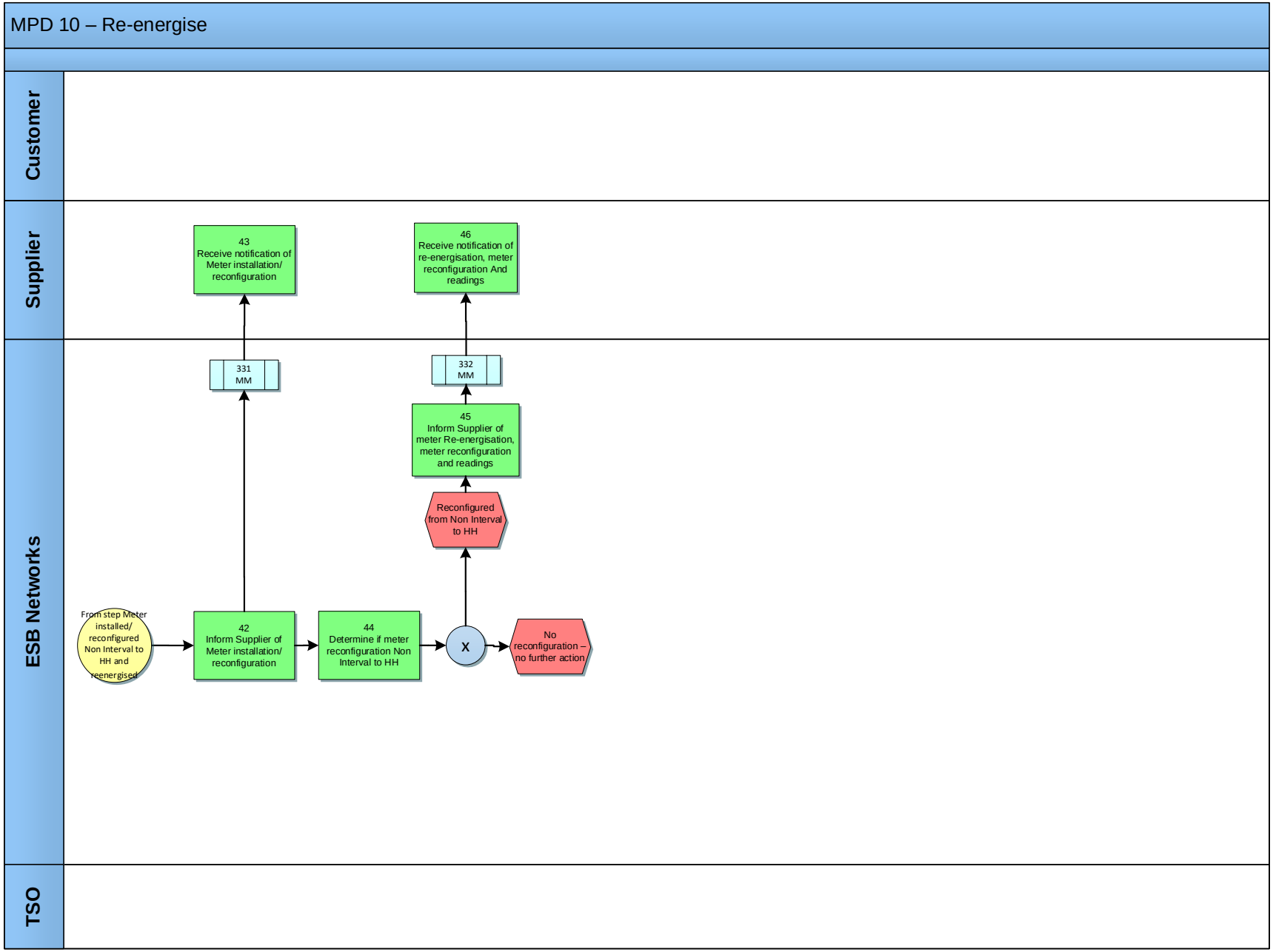
Version in which last change Implemented	Source of Change	Description of Change
MMR13.6	MCR 1225	Updated to reflect impacts of MCR1225 – MCC02 Exchanges: Updated Process Step 2 to include MCC check and MCC02 validation
V14.0	Smart Phase 2	Updated to include PAYG Remote Re-Energisation request, Re-versioned MCRs 1216, 1219 and 1189.

2. Process Map




MPD 10 – Re-energise
Customer
Supplier
ESB Networks
TSO
From step 14
Customer sends signed Connection Agreement to ESBN
Customer sends Wiring Certificate to ESBN
15 Signed Connection Agreement received
16 Wiring Cert received
V
From Step 9 No CoLE or Wiring Cert required
17 Check if ready for energisation
X
Not ready for Energisation. Check again
Ready for Energisation
18 Perform energisation and, if requested, Meter works
X
Re-energisation not performed
Re-energisation performed
19 Determine if Smart Non Participation detail changes or Smart Data Service change requested
Λ
Smart Non Participation detail or Smart Data Service change required
Smart Non Participation detail changes or Smart Data Service change not required
20 Update Customer Data
21 Send confirmation of Smart Non Participation detail change or Smart Data Service changeto Supplier
22 Receive confirmation Smart Non Participation detail change or Smart Data Service change
114 MM
23 Send work status to Supplier
131 MM
24 Supplier receives information on work status
25 Determine if short term de-energisation for safety reasons
X
Short term re-energisation. End
Not short term de-energisation
To step 26


MPD 10 – Re-energise
Customer
Supplier
ESB Networks
TSO
31 Receive technical details
29 Receive Re-Energisation notification
50 Receive notification of re-energisation
36 Receive notification of re-energisatiion & reading
38 Receive notification of re-energisation, meter installation & readings
700 MM
106E MM
106E MM
307 MM
332 MM
Unmetered
30 Inform Supplier of Technical details
Non Interval site
28 If Re-Energised notify supplier
32 Accept/Investigate reading for re-energised Non Interval meter point
33 Determine if Meter installation/ reconfiguration has occurred
Meter not installed or not reconfigured HH to Non Interval
35 Inform Supplier of re-energisation & reading
37 Inform Supplier of re-energisation, meter installation & readings
Meter installed or reconfigured HH to Non Interval
27 Determine site type
Interval site
49 Inform Supplier of re-energisation
34 Determine if reconfigured from HH to Non Interval
26 Update status & reading
Existing meter re-energised
No reconfiguration – no further action
Reconfigured from HH to Non Interval
From step Non short-term de-energisation
39 Determine if Meter installation/ reconfiguration has occurred
40 If QH Inform TSO of Meter installation
47 If QH Inform TSO of re-energisation
To step 40
Meter installed/ reconfigured Non Interval to HH and re-energised
331 MM
106E MM
41 Receive notification of Meter installation
48 Receive notification of re-energisation


MPD 10 – Re-energise
Customer
Supplier
ESB Networks
TSO
43
Receive notification of Meter installation/ reconfiguration
46
Receive notification of re-energisation, meter reconfiguration And readings
331
MM
332
MM
45
Inform Supplier of meter Re-energisation, meter reconfiguration and readings
Reconfigured from Non Interval to HH
From step Meter installed/ reconfigured Non Interval to HH and reenergised
42
Inform Supplier of Meter installation/ reconfiguration
44
Determine if meter reconfiguration Non Interval to HH
X
No reconfiguration – no further action

2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Supplier sends re-energisation request	Supplier	The Supplier requests a re-energisation at a meter point where they are the registered Supplier	017 MM
2	Receive and validate re-energisation request	ESBN	The request to re-energise the meter point is validated based on the following criteria: • The request must be from the registered Supplier at that meter point • The request must be for a meter point which is already de-energised • Where the re-energisation does not follow a de-energisation for reason of NPA then a Change of Legal Entity should be flagged on message 017 • Are the Smart Data Service details and requested MCC correct? • Are the Smart Data Services populated where required? • Where Smart Data Services are populated on a MCC02 site with a Smart Meter the request will be rejected • Where an invalid email address is received, the request will be rejected • Re-energisation for reason (HHPAYG) must be for sites with a Meter Point status of DR • Re-energisation for reason (HH PAYG) must be for an MCC12 site • Re-energisation for reason (HHPAYG) must be for an MPRN with a Whole Current Single Phase Smart Meter installed • Re-energisation for reason (HH PAYG) must not include a Change of Legal Entity • Re-energisation for reason (HH PAYG) must not include a change to Smart Data Services Where a request that can be completed remotely is received with a date in the future, it will be validated on the date of receipt and on the required date. See Meter Works Market Message Guide Appendix 4.A for further information. Following validation of the 017 MM: • Re-energisation request invalid **- next step 3** • Re-energisation valid **- next step 5**	
3	Notify Supplier of re-energisation request	ESBN	Where a re-energisation request fails the validation process a Rejection Market Message which will include the rejection reason is issued to the Supplier.	117R MM

Process Step		Role	Process Step Description	Interface
	rejection			
4	Receive Notification of re-energisation rejection	ESBN	Supplier receives rejection message	
5	Determine if appointment included and validate	ESBN	If an appointment is included on the re-energisation request, the appointment will be validated: • Appointment invalid **- next step 6** • Appointment valid **- next step 9** The appointment may be considered invalid where, for example: • A meter works delay exists. The delay would be caused by an outstanding Connection Agreement or Wiring Cert • If the appointments route/time combination or call type is invalid for the appointment Appointments will be rejected where Re-energisation is requested for the following reasons: • Re-energise (Not NPA related), that can be completed remotely • Re-energise (Not NPA related), that can be completed via site visit and service installation is required • Re-energise (NPA related), that can be completed remotely • Re-energise (HH PAYG) If an appointment has been rejected due to the proposed timeslot being no longer available, a new appointment will be made by Networks with the customer if it is required to complete the re-energisation. If no appointment is included on the re-energisation request, but Networks consider an appointment is necessary to carry out the re-energisation, Networks will contact the customer to schedule an appointment. Networks can be contacted by a Supplier or Customer at any point to arrange or reschedule an appointment, up to the point at which the work is considered to be in progress. This will supersede any previous appointments made.	

Process Step		Role	Process Step Description	Interface
6	Inform Supplier of Appointment rejection	ESBN	Where an appointment included in a re-energisation request fails the validation process a Rejection Market Message which will include the appointment rejection reason will issue to the Supplier. Where an appointment is rejected for a reason other than the time slot being no longer available, the onus is on the Supplier or Customer to contact the ESB Networks Customer Care Team with a preferred appointment. Otherwise, the re-energisation request will be progressed, and Networks will schedule an appointment with the Customer, if required.	137R MM
7	Receive Appointment Rejection	Supplier	The Supplier will receive the rejection message	
8	ESBN determine if a meter point is to be re-energised	ESBN	ESBN determine if a meter point is to be re-energised following a temporary de-energisation which was effected for safety reasons	
9	Log Re-Energisation Request	ESBN	Where an appointment is valid a re-energisation request will be generated. If no appointment is included on the re-energisation request, but Networks consider an appointment is necessary to carry out the re-energisation, Networks will contact the customer to schedule an appointment. ESBN may initiate the re-energisation process without a Supplier request – this can only be done by ESBN where a temporary de-energisation was effected for safety reasons.	

10	Check if CoLE has occurred or Wiring Cert is required	ESBN	ESBN will analyse the request to determine if a Change of Legal Entity has occurred. If this is the case the following may be required as appropriate: • A signed Connection Agreement must be returned for customers where the site is not LV greater than or equal to 100 kVA. • The site will be re-energised at the MIC previously in existence at that site. If the new customer wishes to progress a change in MIC this must be done separately with ESBN. • An Unmetered Agreement must be in place before re-energisation for unmetered sites ESBN will determine whether a Wiring Certificate is required before the site can be energised. This may be the case when: • The site has been de-energised (Meter Point Status of D or DR) for more than 6 months • The site has been de-energised (Meter Point Status of D) and service removal has occurred • There have been safety issues at the meter point Depending on result of check: • CoLE or Wiring Cert required - **next step 11 & 12** • No CoLE or Wiring Cert required **- next step 11 & 17**	
11	Raise service order	ESBN	Smart Data Services Where there is a re-energisation with a CoLE and the site is Non Interval, Comms are feasible and the customer requests Smart Interval Data Services and the associated MCC then raise a service order to re-energise and reconfigure to Half Hourly Where there is a re-energisation with a CoLE and the site is Half hourly and the new customer is requesting Smart Non Interval Data Services and the associated MCC then raise a service order to re-energise and reconfigure to Non Interval Where there is a re-energisation with a CoLE and the previous customer was Non-Technical Non Participation (02) or Multiple Visits No Access (03) then raise a service order to re-energise, Separately add the MPRN to the schedule to exchange to a Smart Non Interval meter as part of Smart Metering Deployment.	

			Where there is a re-energisation and the site is Non Interval, Comms are feasible and the customer requests Smart Interval Data Services and the associated MCC then raise a service order to re-energise and reconfigure to Half Hourly Where there is a re-energisation and the site is Half hourly and the customer is requesting Smart Non Interval Data Services and the associated MCC then raise a service order to re-energise and reconfigure to Non Interval Where there is a re-energisation with and the customer requests removal of Non-Technical Non Participation (02) or Multiple Visits No Access (03) then raise a service order to re-energise. Separately add the MPRN to the schedule to exchange to a Smart Non Interval meter as part of Smart Metering Deployment. Otherwise raise a service order to re-energise.	
12	ESBN notify Supplier of delay	ESBN	Where a re-energisation request is delayed a Market Message which will include the delay reason is issued to the Supplier	117D MM
13	Delay Notification received	Supplier	The Supplier receives notification which will include the reason for the delay in completing the re-energisation	
14	Wait on Connection Agreement /Completion Certificate	ESBN	ESBN wait receipt of Connection Agreement and or Wiring Certificate	
15	Signed Connection Agreement received	ESBN	ESBN receive a signed Connection Agreement from the customer	
16	Wiring Certificate received	ESBN	ESBN receive a Wiring Certificate from the customer	

17	Check if ready for re-energisation	ESBN	ESBN will check if all the criteria have been met in relation to the re-energisation e.g. Wiring Certificate received where required. • Ready for re-energisation - **next step 18** • Not ready for re-energisation – check again - **return to step 17**	
18	Perform re-energisation and, if requested, Meter works	ESBN	ESBN will attempt to perform re-energisation Where a site visit is not required in the case of remote re-energisations, ESBN schedules the re-energisation request and carries out the re-energisation remotely Where a reconfiguration to or from Half Hourly/Non Half Hourly is required and re-energisation will be performed concurrently. • Re-energisation not performed **- next step 23** • Re-energisation performed - **next step 19**	
19	Determine if Smart Non Participation detail changes or Smart Data Service change requested	ESBN	• Smart Non Participation detail changes or Smart Data Service change not required **– Next step 25** • Smart Non Participation detail changes or Smart Data Service change required **– next step 20**	
20	Update Customer data	ESBN	ESBN updates the Customer Data	
21	Send confirmation of Smart Non Participation detail change or Smart Data Service change to supplier	ESBN	ESBN sends confirmation of the Smart Non Participation detail change or Smart Data change to the Supplier via the 114MM	114 MM
22	Receive confirmation Smart Non Participation detail change or Smart Data Service change	Supplier	The Supplier receives confirmation from ESBN of the Smart Non Participation detail change of a Smart Data Service change via a 114MM	
23	Send Work Status to Supplier	ESBN	Where the re-energisation is not completed ESBN notify the Supplier by Market Message of the status of the re-energisation request.	131 MM
24	Supplier receives information on Work	Supplier	The Supplier receives Work Status update	

	Status			
25	Determine if short term de-energisation for safety reasons	ESBN	ESBN will determine if the de-energisation has been short term e.g. de-energisation / re-energisation same day for safety reason. • Short term de-energisation - supplier not informed, no further action • Not short term de-energisation **- next step 26**	
26	Update status and reading	ESBN	Following completion of re-energisation, ESBN updates the status for the meter point	
27	Determine Site Type	ESBN	ESBN determines the metering class of the site which has been re-energised: • Unmetered - **next step 30** • Non Interval site - **next step 28** • Interval site - **next step 39**	
28	If Re Energised notify Supplier	Supplier	If Re-energised issue re-energisation confirmation to Supplier. For HH sites, where Re-energisation has occurred for reasons of Re-energise (Not NPA related) or Re-energise (NPA related) and MCC Change or Meter Exchange has occurred, MM106E will not be sent to the Supplier	106E MM
29	Inform Supplier of Re-energisation	Supplier	Confirmation of the re-energisation status for the meter point is sent to the Supplier	106E MM
30	Inform Supplier of Technical Details	ESBN	Advise Supplier of Technical Details	700 MM
31	Receive Technical Details	Supplier	Supplier receives Technical details	
32	Accept/Investigate readings for re-energised Non Interval meter point	ESBN	ESBN validates the readings at re-energisation. Where the reading fails validation Database will investigate, this may involve referral to Revenue Protection	
33	Determine if meter installation /reconfiguration has occurred	ESBN	Determine if a meter installation/reconfiguration has occurred: • Meter not installed or not reconfigured Half Hourly to Non Interval - **next step 35** Meter installed or reconfigured Half Hourly to Non Interval - **next step 37 & 38**	

34	Determine if Reconfigured from HH to Non Interval	ESBN	• Determine if the meter was reconfigured from Half Hourly to Non Interval as part of the reenergisation. • No reconfiguration – No further action • Meter Reconfigured from Half Hourly to Non Interval next step 40	
35	Inform Supplier of the Re-energisation and readings	ESBN	Inform Supplier of the re-energisation status and the validated readings	307 MM
36	Receive Notification of Re-energisation and reading	Supplier	Supplier receives notification of re-energisation and readings	
37	Inform Supplier of re-energisation, Meter Installation and readings	ESBN	Notify Supplier of the re-energisation status, meter readings and the technical details of the meter which was installed	332 MM
38	Receive notification of re-energisation, Meter Installation and readings	Supplier	Supplier receives notification of re-energisation, readings and meter technical details	
39	Determine if Meter installation/reconfiguration has occurred	ESBN	Determine if Meter installation/Reconfiguration has occurred: • Meter previously installed and no reconfiguration from Non Interval to Half Hourly - **next step 47 and 49** • Meter installed or reconfigured from Non Interval to Half Hourly – **next step 40 and 42**	
40	If QH Inform TSO of Meter installation	ESBN	ESBN informs TSO of QH Meter installation	331 MM
41	Receive notification of Meter Installation	TSO	TSO receives notification of meter installation	
42	Inform Supplier of Meter installation/reconfiguration	ESBN	Notify supplier of re-energisation status and the meter technical details of the Interval (QH or HH) meter installed or reconfigured.	331MM
43	Receive notification of Meter installation/configuration	Supplier	Receive notification of Meter installation/reconfiguration	
44	Determine if meter reconfiguration Non Interval to HH		Determine if Meter Reconfiguration has occurred: • No reconfiguration – No further action Meter Reconfigured from Non Interval to Half Hourly next step 45	
45	Inform Supplier of re-energisation, Meter reconfiguration and readings	ESBN	Notify supplier of the re-energisation status , meter readings and technical details of the meter	332 MM
46	Receive notification of re-energisation, Meter	Supplier	Supplier receives notification of re-energisation, readings and meter technical details	

	reconfiguration and readings			
47	If QH, inform TSO of re-energisation of QH site	ESBN	For QH, notify TSO of re-energisation for a QH site	106E MM
48	Receive notification of re-energisation	TSO	Receive notification of re-energisation from ESBN	
49	Inform Supplier of re-energisation of Interval site	ESBN	Notify Supplier of re-energisation at Interval site	106E MM
50	Receives notification of re-energisation of Meter Point	Supplier	Supplier receives notification of re-energisation of meter point from ESBN	

3 Supplementary Information

3.1 Cancellation of Re-energisation Request

The Supplier may contact ESBN to request the cancellation of a re-energisation request by sending a 017 Market Message to Networks with a request status set to 'Withdrawn'. DSO will cancel the re-energisation where the work has not already been scheduled. Otherwise DSO will endeavour to cancel the re-energisation – however if it cannot be cancelled and the re-energisation is carried out then the charge will be applied in the normal way.

A Re-energisation request withdrawal can be sent where it is due to be done remotely and the re-energisation request will be cancelled where it hasn't been initiated

3.2 Re-energise (HH PAYG)

A Re-energise (HH PAYG) request is where the site has a Meter Point Status of DR and a MM017 is sent requesting a MeterpointStatusCode of E and requesting a MeterPointStatusReasonCode of E05.

The following validations will be performed on a Re-energise (HH PAYG) request:

1. Where the MPRN Status is D the message in its entirety will be rejected using the Rejection Reason IMS Invalid MPRN Status.
2. Where the request is for a non MCC12 site the message in its entirety will be rejected using the Rejection Reason ISR Inconsistent Service Request
3. Where CoLE = Y on a MM017 Re-Energise (HH PAYG) request, the message in its entirety will be rejected using the Rejection Reason IID – Invalid/Incomplete Data
4. Where the request is for an MPRN where a Whole Current Single Phase Smart Meter is not installed the message in its entirety will be rejected using the Rejection Reason ISR - Inconsistent Service Request
5. Where the request includes a change to Smart Data Services, the message in its entirety will be rejected using Rejection Reason SCI – Smart Configuration Invalid

Re-energise (HH PAYG) and Change of Supplier

- Re-energisation for reason of Re-energise (HH PAYG) requested by the Old Supplier on MM017 will be accepted where a CoS is in progress. ESBN will action the request for Re-Energisation for reason HH PAYG up until Re-energisation required to complete the Change of Supplier process has been initiated by ESBN

- Re-energisation for reason of Re-energise (HH PAYG) requested by the Old Supplier on MM017 received after Re-energisation required to complete the Change of Supplier process has been initiated by ESBN, will be rejected on MM117R with Reject Reason CIP - CoS in progress.

- Re-energisation for reason of Re-energise (HH PAYG) requested by the Old Supplier on MM017 will be accepted where a CoS with CoLE and/or MCC Change is in progress. ESBN will action the request for Re-Energisation for reason HH PAYG up until Re-energisation required to complete the Change of Supplier process has been initiated by ESBN.

- Re-energisation for reason of Re-energise (HH PAYG) requested by the Old Supplier on MM017 received after Re-energisation required to complete the Change of Supplier with CoLE and/or MCC Change process has been initiated by ESBN, will be rejected on MM117R with Reject Reason CIP - CoS in progress.

3.3 Intermittent Comms

Where the Re-energisation request for reason of Re-Energise (Not NPA related), Re-energise (NPA related) or Re-energise (HH PAYG) is valid and due to communication unavailability, the following applies:

- Where the request to re-energise has failed due to communication issues, MM131 work status message will issue with status of 'R' (Work is Rescheduled)

3.4 Reading Processing for Non Interval sites for Same Day De-energisation and Re-energisation

Where a Non Interval meter has been de-energised remotely and a request to re-energise has been received and carried out remotely on the same day the following will happen:

- Supplier will receive the MM106D confirming De-energisation

- Supplier will receive the MM106E confirming Re-Energisation

- Supplier will receive the MM307 confirming the re-energisation readings

Note the MM306 won't be sent in this instance

Issuing of MM307W

- Where a site has been re-energised and the MM307 has been issued and subsequently an MCC change for non interval meter is performed on the same day or the day after, the MM307W will issue and also the MM332 will be issued.

Where a Non Interval meter has been de-energised via site visit and a request to re-energise has been received and carried out via site visit on the same day the following will happen:

- Supplier will receive MM106D confirming De-energisation
- Supplier will receive MM306 confirming De-energisation readings
- Supplier will receive MM306W confirming withdrawal of De-energisation readings
- Supplier will receive the MM106E confirming Re-energisation
- Supplier will receive the MM307 confirming the Re-energisation readings

3.5 Appointments: Continued Non Access to Site

In the situation where a Networks Technician encounters continued non access and is unable to complete the work, Networks will manually contact the Supplier by phone to cancel the work, or re-submit a new request if required.

Any charge to a Supplier will be in line with the distribution use of system agreement.

3.6 Required Date

Required Date

- Where the Required Date is blank on a MM017 Re-Energisation request that can be completed remotely, the request will be completed on the date that the message is received
- Where the Required Date is populated with the current date, on a MM017 Re-Energisation request that can be completed remotely, the request will be completed on the same day.
- Where the Required Date is populated with a date in the future on a MM017 Re-Energisation request that can be completed remotely, the request will be attempted from 9am on the Required Date
- Where the Required date is populated with a date in the past on a MM017 Re-Energisation request that can be completed remotely, the Required Date will be ignored, and the current date will be used as the date to complete the request and will be attempted from 9am

Required Date and Appointment Date

- Where the Required Date is blank, but the Appointment date is populated with a future date, the future date will become the Required Date
- Where the Appointment date and the Required Date are not the same, ESBN will attempt the Re-Energisation on the Appointment date

3.7 Duplicate Requests

- Where a Re-energisation is in progress as a result of MM017 received from the Supplier, ESBN will reject any subsequent MM017 Re-energisation requests received on MM117R with Reject Reason IA – Invalid Action (this does not apply to requests to Re-Energise Not NPA related (E01) with CoLE).
- Where a Re-energisation is in progress that has been initiated by ESBN to complete a Change of Supplier, ESBN will reject any MM017 E05 Re-energisation requests received from the Supplier on MM117R with Reject Reason IA – Invalid Action

3.8 Text Message

- Where a remote Re-energisation has occurred and ESBN holds a valid mobile phone number for the Customer, ESBN will send a text message to the Customer to confirm.