Market Change Request 1189		Additional code in the 017MM to select a de-energisation with a Service Removal		
Status	Approved	**Priority**	High	**Status Date**	23/08/2023

Date	Version	Reason for Change	Version Status
29/08/2018	1.0	Issued to Market	Final
09/01/2019	2.0	Converted to MCR	Final
15/09/2021	3.0	Re-versioned as part of v14 prioritisation	Final
03/05/2021	4.0	Re-versioned to add in links to impacted market documents and minor editorial updates	Final
24/08/2022	5.0	Re-versioned to add in links to impacted market documents and affected MPDs as part of the v14.00.00 release.	Final
09/01/2023	6.0	Re-versioned to include addition of Service Removal detail on the Webservice/Extranet/Downloadable files	Final
02/08/2023	7.0	Re-versioned post v14.00 detailed design	Final

Part 1 DETAIL OF DISCUSSION REQUEST / MARKET CHANGE REQUEST			
Requesting Organisation(s)	ESB Networks	**Originating Jurisdiction**	RoI
Request Originator Name		Seamus Devine	
Date Raised		22/08/2018	

Classification of Request			
Jurisdictional Applicability	RoI	**Jurisdictional Implementation**	RoI Specific
If jurisdictional implementation is for one jurisdiction only – is the other jurisdiction required to effect any changes?	No	**Co-Ordinated Baseline Version No.**	TBC
Change Type		Schema Impacting	

Detail of Request
Reason for Request

Background
A Supplier may request de-energisation of a meter point or single point unmetered connections by ESBN. To do this the Supplier will send in an 017MM. The code for the MeterPointStatusReason currently only allows for three options to be selected for a de-energisation:-

- D01 De-energise (Not NPA related)
- D02 De-energise (NPA related)
- D03 De-energise (Unmetered)

When a customer requests a de-energisation, he/she may also request the removal of the electricity service meter and cable supplying the premises. This may be to facilitate demolition of premises, building works, combination of premises etc. From a safety perspective it is important that Suppliers communicate this additional request and information to ESBN

Suppliers currently log the de-energisation request as per normal process (as described in MCR1188) using the 017 message, Meter Point Status Reason Code D01 *De-energise (Not NPA related),* and include in the Access Arrangement field that the customer has also requested that the service cable is to be de-energised and removed also.
Immediately following the issue of the de-energisation request to ESBN, the Supplier emails ESBN Supplier Support at MeterOp.esbnetworks@esb.ie with the following details:-

- Name of Customer:

- Telephone Number:

- MPRN Number

- Serial Number

- Meter to be removed: Yes / No

- Service cable to be removed: Yes / No
- Reason for removal of supply

The current process has implications for safety. If the process is not followed correctly, it requires a lot of manual intervention internally within ESB Networks to ensure that the de-energisations and removal of the electricity service and cable supplying the premises are identified and outsorted from the normal scheduling.

Meter Point Status Reason *D01 De-energise (Not NPA related)* covers the following scenarios
- De-energisation with service removal or,
- Customer requested de-energisation or,
- Supplier requested de-energisation typically for reasons where the supplier suspects the site is vacant or where the supplier has no registered customer at the site.

When a site is requested to be de-energised under Meter Point Status Reason code D01 it is not clear to the ESB Networks technician when they attend the site whether the de-energisation was requested by the customer or the supplier which can cause frustration for a customer at the site. It can also impact the NT's preparation for the site visit.

Therefore, it is proposed to amend the existing Meter Point Status Reason code and create new codes to cover each of the scenarios currently covered by D01.

This will also then assist ESB Networks when a moratorium on disconnections comes into effect. Disconnections other than customer requested disconnections are not progressed by ESB Networks during a moratorium. As there is currently no unique Meter Point Status Reason code on the 017MM for customer requested disconnections ESB Networks must manually review all open 017MMs with Meter Point Status Reason D01 *De-energise (Not NPA related)* to try to determine which are customer requested and which are supplier requested and this is not always possible without liaising with the requesting supplier.

Proposed Solution

Additional codes will be added the MeterPointStatusReason on the 017MM to allow an additional reasons to select a de-energisation depending on the specific scenario for all metered point sites Corresponding Work Type Codes will also be added to the 131MM. The existing code D01 to be amended so that it is only to be used for *De-energise (Supplier Request, not NPA related).*

Meter Point Status Reason Code

Meter Point Status Reason Code	Description	Change
D01	~~De-energised (Not NPA related)~~ **De-energise (Supplier Request, not NPA related)**	**Description amended to specifically refer to Supplier requested, not NPA related.**
D02	**De-energise (NPA related)**	**No change**
D03	**De-energise (Unmetered)**	**No change**
D04	**De-energise (Service Removal)**	**New**
D06	**De-energise (Customer Request)**	**New**

131MM Work Type Code

Work Type Code	Description	Change
W101	~~De-energise~~ **De-energise (Supplier Request, not NPA)**	**Description amended to specifically refer to Supplier requested, not NPA related.**
W102	**De-energise (Unmet)**	**No change**
W103	**De-energise (NPA)**	**No change**
W104	**De-energise (Service Removal)**	**New**
W105	**De-energise (Customer Request)**	**New**

All other Work Type Codes remain unchanged.

D01 De-energise (Supplier Request, Not NPA)
- The description for D01 is proposed to be amended from *De-energise (Not NPA related)* to *De-energise (Supplier Request, Not NPA)*
- D01 is only to be used where the supplier suspects the site is vacant or where the supplier has no registered customer at the site.
- Suppliers should not request an appointment where the Meter Point Status Reason code is D01.

D02 De-energise (NPA related)
- No changes proposed

D03 De-energise (Unmetered)
- No changes proposed

D04 De-energise (Service Removal)

- D04 should only be used where a full and permanent service removal is being requested. If a customer requires the service to be removed temporarily (for a renovation, build a garage etc) they should request a service alteration as per current processes. Service Alterations (esbnetworks.ie)
- The Supplier should continue to include in the Access Arrangements field in the 017MM that the customer has requested that the service cable is to be de-energised and removed and include any other relevant information.

D06 De-energise (Customer Request)
- D06 should only be used where a customer is requesting de-energisation e.g. for vacant premise. If, as above, a customer requires the service to be removed temporarily (for a renovation, build a garage etc) they should request a service alteration as per current processes Service Alterations (esbnetworks.ie).

Priority Services Register (PSR) and Special Services Register (SSR)
- Validation rules in relation to MPRNs with MESN or CSSN that currently apply to D02 will now also apply to D01.
- Where a Supplier wishes to submit a de-energisation request with Meter Point Status Reason code D01 or D02, at any time during the year where MESN are held against the MPRN or during the winter months where CSSN are held against the MPRN, then the supplier should first remove the MESN and/ or CSSN by submitting an 013MM and once the MESN and/or CSSN have been removed then submit 017MM request to de-energise.
- This is to ensure that a customer on either the Priority Services Register or Special Services Register is not inadvertently de-energised if an incorrect Meter Point Status Reason code is selected on the 017MM
- Vulnerable customer details will not be validated where a request to De-Energise via 017MM is received with Meter Point Status Reason Codes:

- o <mark>D04 -De-energise (Service Removal)</mark>
- o <mark>D06 - De-energise (Customer Requested)</mark>

E01 Re-energise (Not NPA related)
- E01 must be used to request re-energisation where the MPRN was previously de-energised using Meter Point Status Reason Code D01/D04/D06.
- **Re-energisation following de-energisation with service removal**
    - Where a re-energisation request (E01) is received following a previous de-energisation with service removal (D04) the request will be treated as an implicit request for service installation. This also applies to a Change of Supplier request at a site that is de-energised and the service removed.
    - The customer may be required to submit a Wiring Cert/permit prior to re-energisation being carried out. A 117DMM Change in Energisation Status Delay will issue with code DE01 *Completion Certificate required* where the Wiring Cert/permit is outstanding.
    - Appointments will not be valid for Re-energisation where service installation is required. A 137RMM Appointment Reject with code AR03 *Meter Works Delay* will issue where the appointment is not valid.

Retail Market Participant Extranet Website Guide, MPRN Enquiry Webservice Guide, Downloadable Meter Point Files Guide
- The Supplier will be able to view where service removal has occurred at a site via a new flag on the Extranet, Webservice and domS_CUST & COMM_CUST Downloadable files.
- This new flag, labelled 'Service Removed', will be populated with a 'YES' value where the service has been removed at a site and will be blank in all other instances.
- This will allow the Supplier to understand where service installation may be required as part of a subsequent Re-energisation request.

The changes being made as part of this MCR do not apply to Single Point Unmetered sites.

Following implementation of MCR1189 it is proposed to retire MCR1188 *Update of MPD09 to reflect actual market process in relation to Meter and/or Service Removal* as this interim manual process is being replaced with MCR1189.

Scope of Change

Jurisdiction	Design Documentation	Business Process	DSO Backend System Change	MP Backend System Change	Tibco	Supplier EMMA	Schema	Webforms	Extranet/NI Market Website
ROI	☒	☒	☒	☒	☒	☒	☒	☒	☒
NI	☐	☐	☐	☐	☐	☐		☐	☐

Co-Ordinated Baseline Market Design Documents Impacted by Request

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Market Messages

Message No.	Message Name	CoBL	ROI	NI
017	Meter Point Status Change Request	Y	Y	

Data Definitions
No Impact

Data Codes
Meter Point Status Reason Code **D01 Amendment to description** **D04 De-energise (Not NPA related and Service Removal)** **D06 Customer Requested** **Work Type Code** **W101 Amendment to description** **W104 De-energise (Service Removal)** **W105 De-energise (Customer Request)**

Market Message Implementation Guides			
ROI	**Yes/No**	**NI**	**Yes/No**
Meter Works	Yes		

Comments

ROI - Market Process Diagrams – MPDs			
Market Process Number	**Market Procedure**	**Affected**	
MPD 9	De-Energisation	Yes	
MPD10	Re-Energisation	Yes	

ROI Guidance Documentation		
Document	**Version**	**Affected**
No impact		No Impact

ROI Briefing Documents		
Document/Paper	**Version**	**Affected**
Retail Market Participant Extranet Website	14.1	Yes
Downloadable Meter Point Files Guide	5.0	Yes
MPRN Enquiry Webservice Guide	5.0	Yes

User and Technical Documents			
Reference	**Name**	**Version**	**Affected**
No impact			No Impact

Part 2 - Performance and Data Changes	
Market Messages volume, processing etc.	
Data	
Details of Data changes e.g. cleansing	

Part 3 - ReMCoSG / CRU Approval		
Approved by	**ReMCoSG**	**CRU**

Comments

Links to Impacted Documents:

ROI MMG Meter Works
Market Schema Guide v14 Working Draft
MPD09 De-energisation
MPD10 Re-energisation
Downloadable Meter Point Files Guide
MPRN Enquiry Webservice Guide
Retail Market Participant Extranet Website Guide