MARKET PROCESS DESIGN

MPD 11 – Changes to Meter Configuration

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1. Introduction

1.1 Scope

This Procedure describes the process for Changes to Meter Configuration.

1.2 History of Changes

This Procedure includes the following changes:

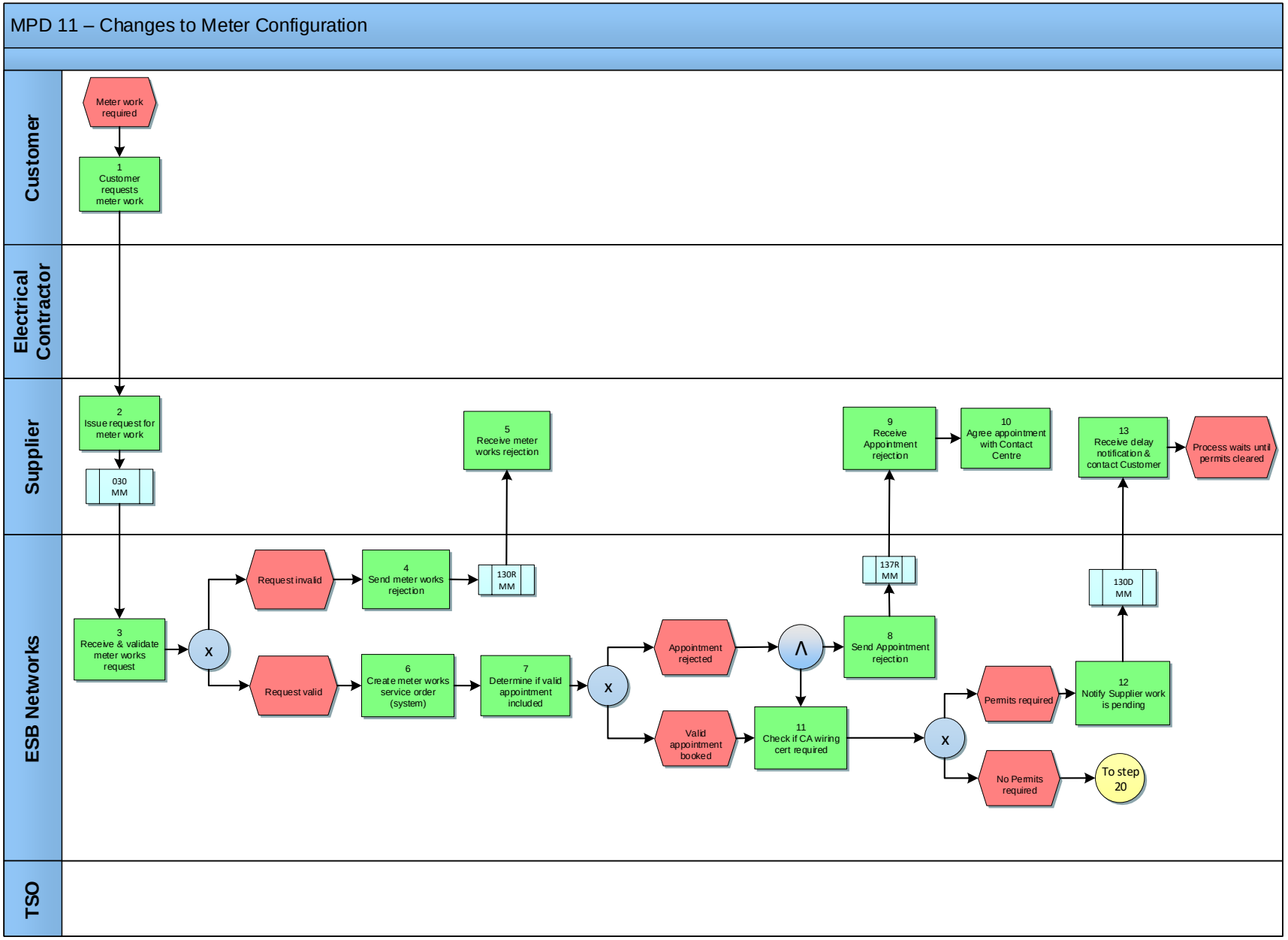
Version in which Implemented	Source of Change	Description of Change
Draft	B040	Request for change to MCC will be taken as an implicit request for energisation if the MRPN is de-energised Changes of legal entity should be flagged in message 030
Draft	B019	New flow, 130D, to signal a delay in completion of change to MCC due to requirement for wiring certificate/application form or signed Connection Agreement
		Further Changes since version 3.1
Draft	Design	Inclusion of process to handle cancellation of request to change MCC
Draft	MIG September 17th	Standardised on use of QH/NQH terminology Reference in text to step 8 under DSO/MO role corrected to step 6
Draft	B138	Updated to include handling of meter works requests while a Change of Supplier is in progress
Draft	Design	Message 331 and 333 to be combined into one market message (a revised 331) to communicate all QH meter removals, exchanges
		Updates arising from Supplier clarifications
Draft	Proposed Modification 1	Step 19 re-worded
Draft	Proposed Modification 2	Re-worded Step 25 as per proposed modification
		Changes arising following V 4.0 DRAFT

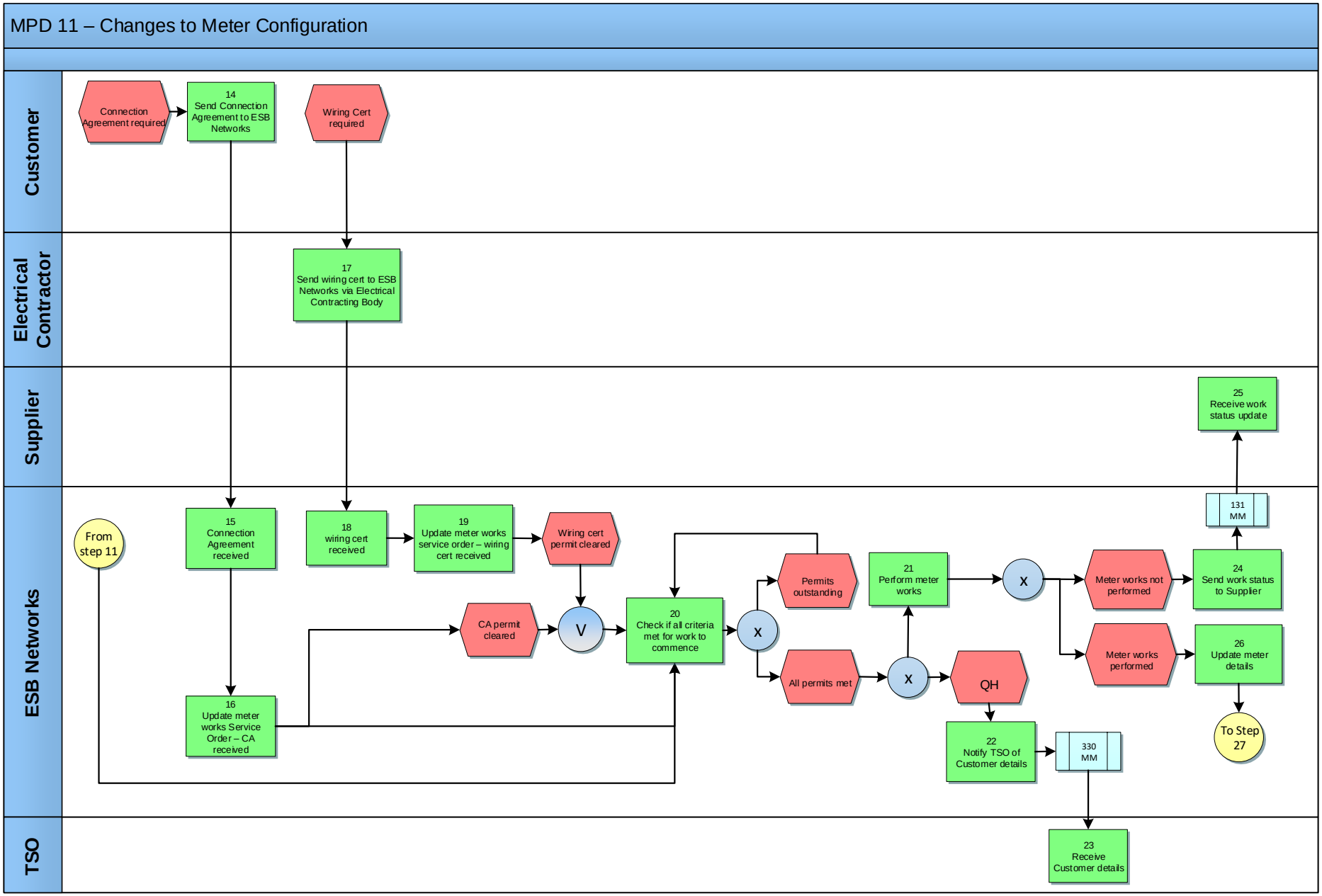
Version in which Implemented	Source of Change	Description of Change
Version 4.1	CR 167	Removal of Change of Legal entity as part of MCC change process
		Changes applied after version 4.1
Version 4.2	MCR 0025	Update to include manual interaction between ESBN and Suppliers for continued no access to a site.
		Changes applied after version 4.2
Version 4.3	MCR 0046	ESB National Grid Requirements communicating changes to meter Configuration.
Version 6.0	MCR 0064	Provide a new market message to TSO, with Customer details, on change from NQH to QH
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 CA/Application form/wiring cert required?
Version 8.0a	Non-conformance (AIQ-1420: Remove incorrect references to MRSO in certain MPDs)	MRSO have advised that certain process steps are performed by other organisations. In MPD 11 the following steps were re-assigned from "MRSO" to "MPRN Database Management (Portlaoise)" * Process readings for old and new meters * Assign new profile and EUFs * Notify Supplier and pass on meter details, readings and EUF MRSO no longer performs any tasks in this process so has been removed from the MPD.
Version 9.0	Non-Conformance (AIQ 1620 - MPD11: invalid process termination point(s))	Updated to address NCF as follows: * Within DSO swimlane: - Added Step "Create Meter Works Service Order (system)" at 2 points (after initial validation and following "Asset Management Programme" trigger - Added "AND" routing after "Appointment Rejected" output so that process continues even after rejection of Appointment - Renamed output "Appointment Valid" to "Valid Appointment Booked" - After output "No MIC Change", step "Update Application Form" and output "Application form

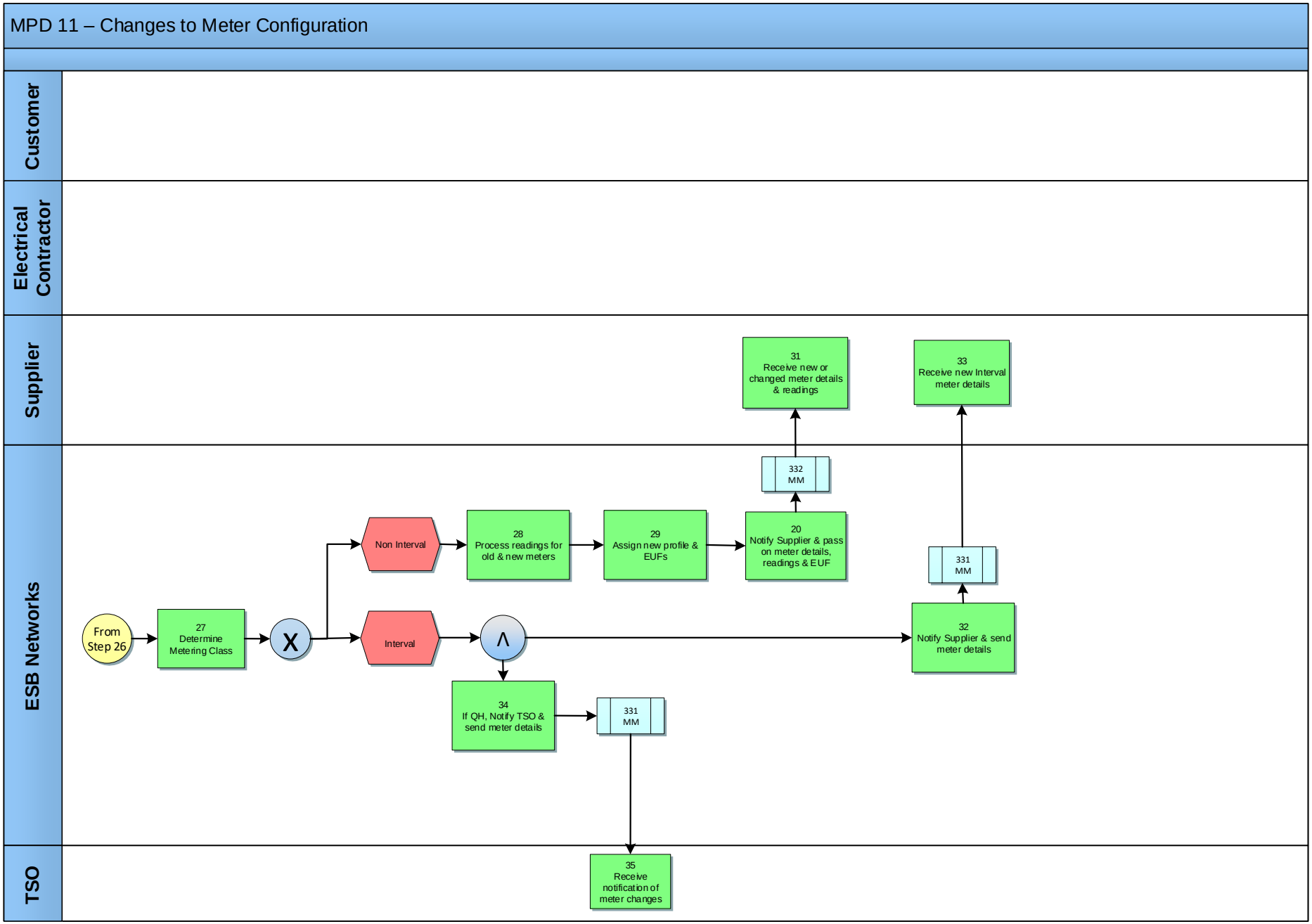
Version in which Implemented	Source of Change	Description of Change
		permit cleared" removed. - Output "No MIC Change" is followed by steps for pending work and MM130D which was previously after output "Permits required" - Added loop back from "Permits outstanding" to "Check if all criteria met for work to commence" - Renamed step "Update CA" to "Update Meter Works Service Order - CA Received" - Renamed step "Update wiring cert" to "Update Meter Works Service Order - CA Received"
Version 9.0	Non-Conformance (AIQ 1620 - MPD11: invalid process termination point(s))	- Amended flow so that if an MIC change is required the Customer is notified "Application form required" and the process routes off to "MPD 08 Changes to Connection Characteristics 1.1" (previously the Application Form was showing as coming in to the process but this does not happen) - Added a step "Notify Customer that Application Form for MIC change required" - to support the above change - Added an "AND" connector so that, as well as telling the Customer that an application form is needed, where there is an MIC change: > The Meter Works Service Order is cancelled > The Supplier is notified via the M131 Report that this (along with any other meter works requests) have been cancelled - Removed step "Send Application Form to ESB Networks"* Within Supplier swimlane: - Added step "Agree appointment with Contact Centre" and result "Valid Appointment Booked" * Added Swimlane "Electrical Contractor ". Renamed step "Send wiring cert to ESB Networks" to " Send wiring cert to ESB Networks via contracting electrical body" and moved into the new "Electrical Contractor" swimlane
Version 10.0	Harmonisation Go-Live MCR 171	New Market Message 131 included in MPD
Version 10.4	MCR 1155 – 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. Non Conformance raised by Smart Metering Review: Step 28 – the following text has been deleted – A Supplier request for changes to meter configuration will be taken as an implicit request for energisation where the site is de-energised.
Version 10.5	MMR 10.5	Non Conformance - AIQ 2814 -Step 8 – changed text - issues a MM130R to issues a MM137R" Step 26 Supporting documentation – "If permits outstanding" changed to "go to next step 26". End to End document – arrow removed from step 25 to step 26.
Version 13.0	MCR 1160	Updated process steps 3 and 6 Steps 12 to 17 and step 27 deleted, remainder of steps renumbered

Version in which Implemented	Source of Change	Description of Change
V14.0 v1.0 Draft	MCR1215	MCC02

2. Process Map




MPD 11 – Changes to Meter Configuration
Customer
Electrical Contractor
Supplier
ESB Networks
TSO
Connection Agreement required
14 Send Connection Agreement to ESB Networks
Wiring Cert required
17 Send wiring cert to ESB Networks via Electrical Contracting Body
25 Receive work status update
131 MM
From step 11
15 Connection Agreement received
18 wiring cert received
19 Update meter works service order – wiring cert received
Wiring cert permit cleared
Permits outstanding
21 Perform meter works
X
Meter works not performed
24 Send work status to Supplier
CA permit cleared
V
20 Check if all criteria met for work to commence
X
Meter works performed
26 Update meter details
16 Update meter works Service Order – CA received
All permits met
X
QH
To Step 27
22 Notify TSO of Customer details
330 MM
23 Receive Customer details


MPD 11 – Changes to Meter Configuration
Customer
Electrical Contractor
Supplier
ESB Networks
TSO
From Step 26
27 Determine Metering Class
X
Non Interval
Interval
28 Process readings for old & new meters
29 Assign new profile & EUFs
20 Notify Supplier & pass on meter details, readings & EUF
332 MM
31 Receive new or changed meter details & readings
Λ
34 If QH, Notify TSO & send meter details
331 MM
35 Receive notification of meter changes
32 Notify Supplier & send meter details
331 MM
33 Receive new Interval meter details

2.1 *Process Description*

Process Step		Role	Process Step Description	Interface
1	Customer requests meter work	Customer	The Customer requires meter work to be completed.	
2	Issue request for meter work	Supplier	The Supplier requests changes to metering through the Distribution Service Operator (DSO).	030 MM
3	Receive & validate meter works request	ESBN	The DSO will validate the request and notify the supplier of any rejection. Validation is based on the following criteria: • The request is from the supplier registered to that meter point. • All requests for meter works installation must be for a Standard MCC. Only meter configurations selected from the agreed standard set will be installed. • A Change of Supplier must not already be in progress for that meter point. Where this occurs due to a Change of Legal Entity the old supplier should notify a Change of Legal Entity on flow 016 – see MPD 25 – Change of Legal Entity. • If the Current MCC at the MPRN is MCC12,MCC16 and MCC01 is requested the message will fail validation • If there is a Smart Meter installed and the Supplier requests an MCC that requires a change to Smart Data Services the message will fail validation • Registration invalid - **next step 4** • Registration valid - **next step 6**	
4	Send meter works rejection	ESBN	ESBN will inform the Supplier of the Rejection and the reason.	130R MM
5	Receive meter works rejection	Supplier	The Supplier receives the rejection message.	
6	Create meter works service order (system)	ESBN	ESBN creates a meter works service order. Where customer requests Smart Non Interval Data Services (02) a request is issued to ESBN to change the customer details via MM 013 and MPD 24 has determined that Meter Works are required. Where there is a COLE and the new customer has added Smart Non Interval Data Services (02), a request is issued to ESBN to change the legal entity via MM 016	

Process Step		Role	Process Step Description	Interface
			and MPD 25 has determined that Meter Works are required. Where there is a CoS and customer requests Smart Non Interval Data Services (02) or Where there is a CoS with a COLE and the new customer requests Smart Non Interval Data Services(02), a request is issued to ESBN via MM010 and MPD 02 has determined that Meter Works required. Where ESBN initiates a planned meter exchange from MPD 13, where the exchange involves a meter configuration change a Meter Works service order will be created.	
7	Determine if valid appointment included	ESBN	If an appointment is flagged on the request, the appointment will be validated. Where the appointment is valid it will be scheduled. Where the appointment is not valid, the Supplier will be notified. The appointment may be considered invalid where, for example: • A delay caused by an outstanding Connection Agreement or wiring cert • If the appointments route/time combination or call type is invalid for the appointment. If an appointment has been rejected due to the proposed timeslot being no longer available a new appointment will be made by ESBN with the Customer if it is required to complete the request. 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 ESBN Call Centre with a preferred appointment. Otherwise, the request will be progressed and ESBN will schedule an appointment with the Customer, if required. If no appointment is included on the request, but ESBN consider an appointment is necessary to carry out the work, ESBN will contact the Customer to schedule an appointment. ESBN 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. • Appointment invalid - **next step 8**	

Process Step		Role	Process Step Description	Interface
			• Appointment valid - **next step 11**	
8	Send Appointment rejection	ESBN	Where the appointment fails the validation process a rejection market message which will include the rejection reason is issued to the Supplier.	137R MM
9	Receive Appointment rejection	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 call centre with a preferred appointment.	
10	Agree appointment with Contact Centre	Supplier	Supplier will agree an appointment with Contact Centre.	
11	Check if CA/ wiring cert required	ESBN	DSO will review all valid requests to determine if a Connection Agreement is required. This may be the case where: • A Change in DUoS Group but no change in MIC is requested. DSO will also perform a check to determine if a wiring certificate is required and/ where the request will be delayed - due to the need for a wiring certificate or signed Connection Agreement - the Supplier will be notified of this. A signed Connection Agreement will be required for Customers with Connection Voltage greater than or equal to MV (Medium Voltage) only • Permits not required - **next step 20** Permits required - **next step 12**	
12	Notify Supplier work is pending	ESBN	Market Message 130D is sent to the Supplier to notify them of a delay to the request for a Change of meter Configuration.	130D MM
13	Receive delay notification & contact Customer	ESBN	The Supplier receives notification that the meter work will not be completed until the criteria has been met.	
14	Send Connection Agreement to ESB Networks	Customer	The Customer sends completed Connection Agreement to ESBN.	
15	Connection Agreement received	ESBN	ESBN receives completed Connection Agreement.	

Process Step		Role	Process Step Description	Interface
16	Update meter works service order – CA received	ESBN	Following the receipt of the Connection Agreement ESBN will update the meter work service order. • **next step 20**	
17	Send wiring cert to ESB Networks via Electrical Contracting Body	Electrical Contractor	Where a wiring cert is required the Customer arrange for the wiring cert to be sent to ESBN via Electrical Contracting Body.	

18	Wiring cert received	ESBN	ESBN receive wiring cert.	
19	Update meter works service order – wiring cert received	ESBN	Following the receipt of the wiring cert ESBN will update the meter work service order.	
20	Check if all criteria met for work to commence	ESBN	Work will not commence until the following criteria have been met: • Where required a wiring certificate has been received • Where required an application form has been signed and returned • Where required a Connection Agreement has been signed and returned • All Permits met - **next step 21** • Permits outstanding - **return to step 20**	
21	Perform meter works	ESBN	DSO will update meter details when work has been completed. • Meter works not Performed - **next step 24** • Meter works Performed - **next step 26**	
22	Notify TSO of Customer details	ESBN	ESBN will notify the TSO of Customer details where the metering point is changing from Non-Interval to Interval.	330 MM
23	Receive Customer details	TSO	TSO receive Customer details.	
24	Send work status to Supplier	ESBN	Where the meter work is not completed, ESBN will notify the Supplier by Market Message of the status of the request.	131 MM
25	Receive Work Status Update	ESBN	The Supplier receives Work Status update.	
26	Update meter details	ESBN	Following completion of the meter works, ESBN will update meter details.	
27	**Determine Metering Class**	ESBN	ESBN will determine if: • Non Interval Site - **next step 28** • Interval Site - **next step 32 & 34**	
28	Process readings for old & new meters	ESBN	ESBN will process readings for old and new Non Interval meters based on meter details.	
29	Assign new profile & EUFs	ESBN	ESBN will assign new Profile and Estimated Usage Factor (EUF) and pass this information, along with the Non Interval meter details, onto Supplier. (See MPD 14 Readings Processing - Non Interval meter reads).	

30	Notify Supplier & pass on meter details, readings & EUF	ESBN	ESBN will notify the Supplier of the meter details, readings and EUF.	332 MM
31	Receive new or changed meter details & readings	Supplier	The Supplier receives new or changed meter details, readings and EUF.	
32	Notify Supplier & send meter details	ESBN	ESBN provides the Supplier registered to the Interval meter point the technical details of the meters installed at that meter point following meter works carried out at that meter point.	331 MM
33	Receive new Interval meter details	Supplier	The Supplier receives meter details for the Interval site.	
34	If QH, Notify TSO & send meter details	ESBN	ESBN provides TSO with the technical details of the meters installed at that meter point following meter works carried out at that meter point.	331 MM
35	Receive notification of meter changes	TSO	The TSO receives meter details for the QH site.	

3. Supplementary Information

Cancellation of Meter Configuration Change Request

The Supplier may contact DSO to request the cancellation of a request to change the MCC using flow 030 with a request status set to 'Withdrawn'. DSO will cancel the meter works where the work has not already been scheduled.

Otherwise DSO will endeavour to cancel the meter works – however if it cannot be cancelled and the meter work is carried out then the charge will be applied in the normal way.

Appointments: Continued Non Access to Site

In the situation where an ESB Networks Technician encounters continued non access and is unable to complete the work, ESBN 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.