131 Work Status

131
Message
Specific
Information

Message Header

131
MPRN Level
Information

131 Work Status

Work Type code will appear on the 131 MM. Please see description below.

Works category	Work Type	work Type text
De-energisation	W101	De-energise-
	W102	De-energise Unmet
	W103	De-energise NPA
Re-energisation	W201	Re-Energise
	W202	Re-Energise
	W203	Re-Energise NPA
	W204	Re-Energise Unmet
Meter Works General	W301	MCC change-Exch from D/T to S/T
	W302	MCC change-Exch from F.R. to MD
	W303	MCC change-Exch from ST to D/T
	W304	MCC change-Install NSH MT & T/S
	W305	MCC change-Remove NSH MT & T/S
	W306	MCC change-Other MCC Change
	W307	Install Token Meter
	W308	Reset Token Meter
	W309	Token Meter Fault/Ex
	W310	Remove Token Meter
	W311	Other Meter Work-Inst Signals Ext MFM
	W312	Other Meter Work-Exch MD for MD+Sgnls
Revenue Protection	W401	Revenue Protection-Reseal MT/T/S Local
	W402	RP Inspection Visit
	W403	RP Special Test Exch
	W404	Revenue Protection-Special test in-situ
	W405	Revenue Protection-WC CK/Repl/Reset T/S
	W406	Revenue Protection-MM CK/Repl/Reset T/S
	W407	Revenue Protection-Meter/ T/S Damage

When will the 131 be sent and when will it not be sent?

Summary

The 131 will be sent:
- At various points in the NPA and Non NPA de-energisations, re-energisations, meter works and revenue protection processes
- Only supplier requested works (the exception to this being revenue protection where 131 is sent for both supplier requested and networks requested works)
- When work requested was not completed but call is FINld
- When a call is cancelled by supplier request
- When a call is set as rescheduled.

The 131 will not be sent:
- To acknowledge receipt of supplier works requests
- When supplier works completes successfully (the exception to this being revenue protection where the 131 will always be sent for FINld status)

Header	Description	Market Code	Header	Description	Market Code
NPA FINIshed codes	D/E - At Cutout	DN01	Non NPA FINI codes	D/E - At Cutout	DS01
	D/E - Non Standard	DN02		D/E - Non Standard	DS02
	Not D/E - Sickness /Bereavement	DN03		Not D/E - Bereavement	DS03
	Not D/E - No Adult Present	DN04		COLE done by Supplier	DS04
	Not D/E - Refused Access	DN05		Not D/E - o/s/costs involved	DS05
	Not D/E - Cust/Supp Arr/Paid	DN06		Supplier Phone Unanswered	DS06
	COLE done by Supplier	DN07		Could not locate premise	DS07
	Not D/E - o/s/costs involved	DN08		Safety Problem	DS08
	Supplier Phone Unanswered	DN09		Missed Appointment Customers Fault	DS09
	Staff Safety Problem	DN10			
			FINI reasons for re-energisation	Re-Energised	RE01
All call Reschedule codes	No Access	R001		Not Re-energised due to No Access	RE02
	Snag Customer Fault	R002		Not Re-energised due to Missed appointment/ Customers fault	RE03
	Snag ESBs Fault	R003		Not re-energised — safety problem	RE04
	Temporary Repair	R004			
	Partial Complete Customers Fault	R005	FINIshed reasons for all other service order types	Completed as requested	C001
	Partial Complete ESBs Fault	R006		Could not locate premise	C002
	Missed Appointment Customers Fault	R007		No access/ missed appt cust fault	C003
	Missed Appointment ESBs Fault	R008			
	Unreached	R009		Incorrect call type requested	C004
	Cert required	R010		Location not suitable	C005
				cust did not allow job to proceed	C006
				Staff Safety Problem	C007

Description and explanation of all fields within 131 MM

Message Field Name	Conditionality	Conditionality Explanation	Data Codes	Code Description
MPRN	Mandatory	MPRN must always exist for message to be sent		11 digit MPRN number
Mkt Participant Ref Number	Conditional	Due to networks initiated Rev Protection calls, cant enforce this field		This is the Suppliers number given as reference in the request.
131 Request Status	Mandatory		A	Work request accepted
			X	Work is cancelled
			C1	Work Physically complete and call complete
			C2	Work Physically Incomplete and call complete
			R	Work is Rescheduled
Date of Visit	Conditional			This is the scheduled date for the order. It should also be the date the order is FINId. When the order status is RESC, this field will not show rescheduled date. Where a call is cancelled (status = WCCH or WCNC), this field will not be populated.
Meter Point Status	Conditional		E	Energised
			D	De-energised
			A	Assigned
			T	Terminated
			C	Created
Work Type	Mandatory		W101	De-energise-
			W102	De-energise Unmet
			W103	De-energise NPA
			W201	Re-Energise- Where D/C < 6 months
			W202	Re-Energise – Where D/C > 6 months
			W203	Re-Energise NPA
			W204	Re-Energise Unmet
			W301	MCC change-Exch from D/T to S/T
			W302	MCC change-Exch from F.R. to MD
			W303	MCC change-Exch from ST to D/T
			W304	MCC change-Install NSH MT & T/S
			W305	MCC change-Remove NSH MT & T/S
			W306	MCC change-Other MCC Change
			W307	Install Token Meter
			W308	Reset Token Meter

Message Field Name	Conditionality	Conditionality Explanation	Data Codes	Code Description
			W309	Token Meter Fault/Ex
			W310	Remove Token Meter
			W311	Other Meter Work-Inst Signals Ext MFM
			W312	Other Meter Work-Exch MD for MD+Sgnls
			W401	Revenue Protection-Reseal MT/T/S Local
			W402	RP Inspection Visit
			W403	RP Special Test Exch
			W404	Revenue Protection-Special test in-situ
			W405	Revenue Protection-WC CK/Repl/Reset T/S
			W406	Revenue Protection-MM CK/Repl/Reset T/S
			W407	Revenue Protection-Meter/ T/S Damage
Outcome Reason	Mandatory except where Order status = WCCH or WCNC		DN01	D/E - At Cutout
			DN02	D/E - Non Standard
			DN03	Not D/E - Sickness/Bereavement
			DN04	Not D/E - No Adult Present
			DN05	Not D/E - Refused Access
			DN06	Not D/E - Cust/Supp Arr/Paid
			DN07	COLE done by Supplier
			DN08	Not D/E - o/s/costs involved
			DN09	Supplier Phone Unanswered
			DN10	Staff Safety Problem
			R001	No Access
			R002	Snag Customer Fault
			R003	Snag ESBs Fault
			R004	Temporary Repair
			R005	Partial Complete Customers Fault
			R006	Partial Complete ESBs Fault
			R007	Missed Appointment Customers Fault

Description and explanation of all fields within 131 MM

Message Field Name	Conditionality	Conditionality Explanation	Data Codes	Code Description
			R008	Missed Appointment ESBs Fault
			R009	Unreached
			R010	Cert required
			DS01	D/E - At Cutout
			DS02	D/E - Non Standard
			DS03	Not D/E - Bereavement
			DS04	COLE done by Supplier
			DS05	Not D/E - o/s/costs involved
			DS06	Supplier Phone Unanswered
			DS07	Could not locate premise
			DS08	Safety Problem
			DS09	Missed Appointment Customers Fault
			RE01	Re-Energised
			RE02	Not Re-energised due to No Access
			RE03	Not Re-energised due to Missed appointment / Customers fault
			RE04	Not re-energised – safety problem
			C001	Completed as requested
			C002	Could not locate premise
			C003	No access/ missed appt cust fault
			C004	Incorrect call type requested
			C005	Location not suitable
			C006	cust did not allow job to proceed
			C007	Staff Safety Problem
Order Status			FINI	Finished
			RESC	Rescheduled
			WCCH	Cancelled with charge
			WCNC	Cancelled with no charge
Observation Text				This field will contain free text where this is provided by the NT in completing the service order. This corresponds to 'crew remarks' on AREAS or the text provided on the current e-mail e.g.the name and contact details of e.g. New Tenant, Auctioneer etc . The text will not appear for revenue protection orders

Message Header

- **Message Type** — Req
- **Version Number** — Req
- **Transaction Reference Number** — Req
- **Timestamp** — Req
- **Recipient ID** — Req
- **Senders ID** — Req

131 Work Status
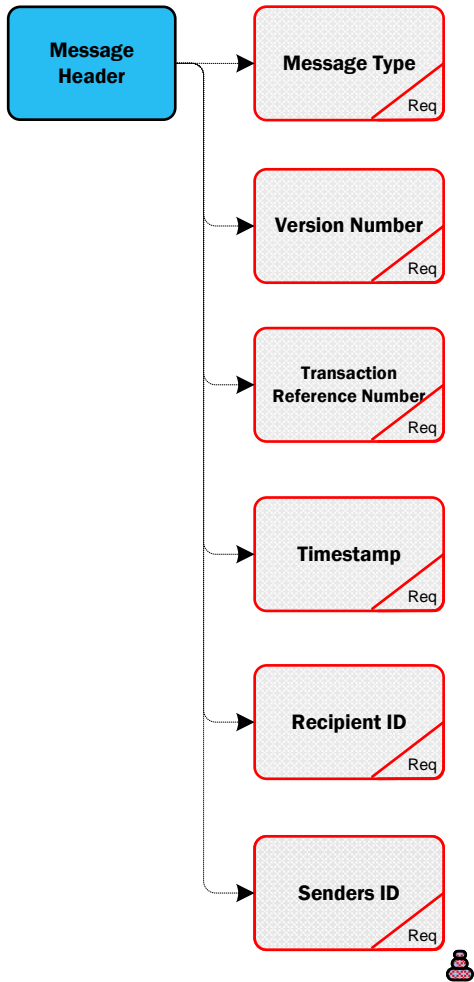
131 MPRN Level Info

MPRN
Req

Market Participant Business Reference
Opt

Work Type
Req

131 Request Status
Req

Appointment ID
Opt

Date of Visit
Opt

Meter Point Status
Opt

Outcome Reason
Opt

Order Status
Req

Observation Test
Opt

RMDS RETAIL MARKET DESIGN SERVICE

131 MPRN Level Information

Code

Senders ID

Click Here for Latest Senders ID List

Work Type

Code	Description	Code	Description
W101	De-energise	W307	Install Token Meter
W102	De-energise Unmet	W308	Reset Token Meter
W103	De-energise NPA	W309	Token Meter Fault/Ex
W201	Re-Energise	W310	Remove Token Meter
W202	Re-Energise - Wiring Cert required	W311	Other Meter Work-Inst Signals Ext MFM
W203	Re-Energise NPA	W312	Other Meter Work-Exch MD for MD+Sgnls
W204	Re-Energise Unmet	W321	Smart MCC Change
W205	Re-Energise With MCC Change	W401	Revenue Protection-Reseal MT/T/S Local
W206	Re-Energise With MCC Change Wiring Cert	W402	RP Inspection Visit
W207	Re-Energise NPA with MCC Change	W403	RP Special Test Exch
W301	MCC change-Exch from D/T to S/T	W404	Revenue Protection-Special test in-situ
W302	MCC change-Exch from F.R. to MD	W405	Revenue Protection-WC CK/Repl/Reset T/S
W303	MCC change-Exch from ST to D/T	W406	Revenue Protection-MM CK/Repl/Reset T/S
W304	MCC change-Install NSH MT & T/S	W407	Revenue Protection-Meter/ T/S Damage
W305	MCC change-Remove NSH MT & T/S		
W306	MCC change-Other MCC Change		

131 Work Status

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131 Request
Status
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- A – Work request Accepted
- C1 – Work Physically complete and call complete
- C2 – Work Physically incomplete and call complete
- R – Work is rescheduled
- X – Work is cancelled

Meter Point Status

- A - Assigned
- C - Created
- D – De-energised
- E - Energised
- T - Terminated
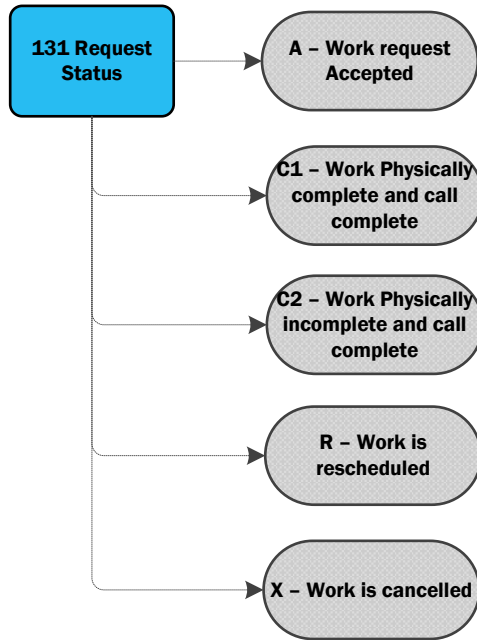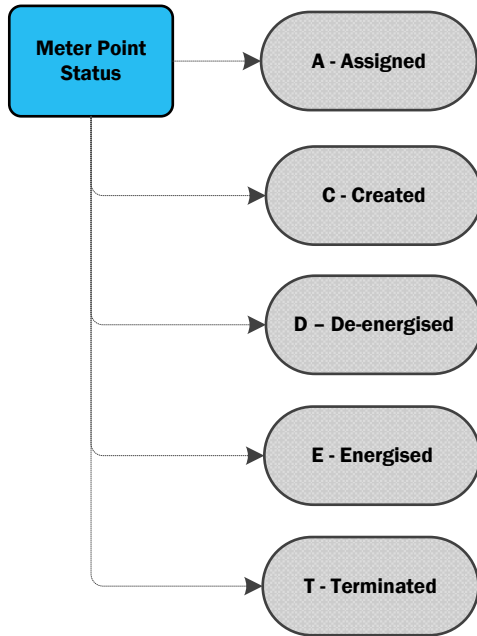
Outcome Reason

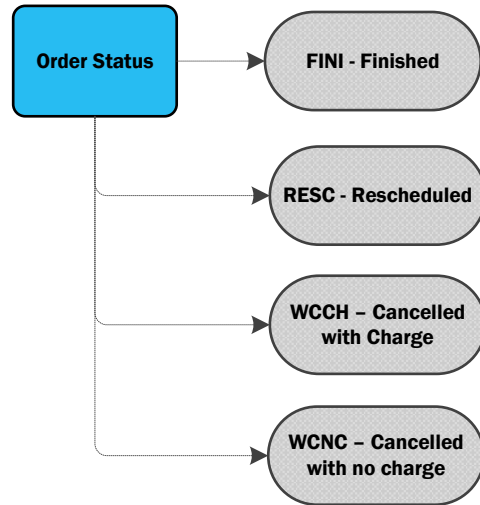| Code	Description	Code	Description
C001	Completed as requested	DS06	Supplier Phone Unanswered
C002	Could not locate premise	DS07	Could not locate premise
C003	No access/ missed appt cust fault	DS08	Safety Problem
C004	Incorrect call type requested	DS09	Missed Appointment Customers Fault
C005	Location not suitable	R001	No Access
C006	Cust did not allow job to proceed	R002	Snag Customer Fault
C007	Staff Safety Problem	R003	Snag
DN03	Not D/E - Sickness/Bereavement	R004	Temporary Repair
DN04	Not D/E - No Adult Present	R005	Partial Complete Customers Fault
DN05	Not D/E - Refused Access	R006	Partial Complete
DN06	Not D/E - Cust/Supp Arr/Paid	R007	Missed Appointment Customers Fault
DN07	COLE done by Supplier	R008	Missed Appointment
DN08	Not D/E - o/s/costs involved	R009	Unreached
DN09	Supplier Phone Unanswered	R010	Cert required
DN10	Staff Safety Problem	RE02	Not Re-energised due to No Access
DS03	Not D/E - Bereavement	RE03	Not Re-energised due to Missed appointment / Customers fault
DS04	COLE done by Supplier	RE04	Not re-energised – safety problem
DS05	Not D/E - o/s/costs involved		

Order Status

- FINI - Finished
- RESC - Rescheduled
- WCCH – Cancelled with Charge
- WCNC – Cancelled with no charge

131 Work Status

Version Which Implemented	Source of Change	Description of Change
10.4	MCR 1155	Message format changed from ARIS to Document format.
13.0	MCR1160	Updated Work Type