

MARKET PROCESS DESIGN

MPD 19 – Market Process for Terminate Connection

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1. Introduction

1.1 Scope

This Procedure describes the process for the termination of a Metered or Single Point Unmetered site. Termination of an MPRN may take place when:

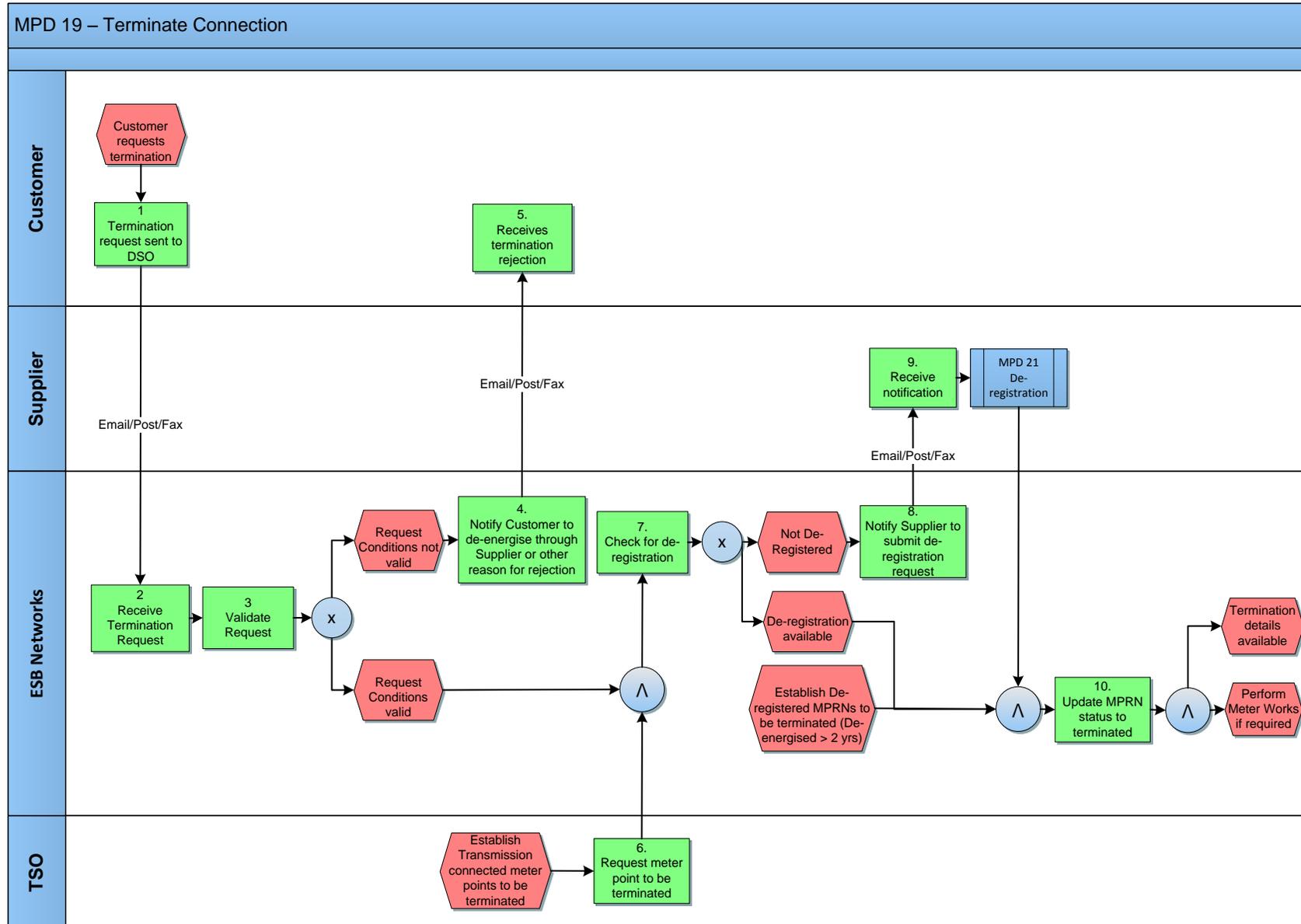
- An MPRN has been de-energised for two years and has been de-registered
- An MPRN has been assigned but never registered – in this case termination will take place three years after the assignment date
- A customer requests termination of the Meter Point e.g. in cases where it is to be demolished
- TSO requests termination of the Meter Point - e.g. in case of where connection point removed is under a bond

1.2 History of Changes

This Procedure includes the following changes:

Version in which last change Implemented	Source of Change	Description of Change
Draft	CR 530	Modifications to the process to allow customers to contact DSO directly for termination in certain circumstances. Where this is the case MRSO may need to de-register the site.
		<i>Further Changes since version 3.1</i>
Draft	Design	Update of wording around steps 10, 11, 12 for clarity
Draft	Design	Reworded step 2 for clarity
		Updates arising from clarifications
Draft	Written Supplier Clarifications 1	Updated MPD to include TSO connected MPRNs
		Changes applied after version 4.1
Version 4.2	MCR 0029	Update of Market Process Documentation to reflect single point unmetered design
		Changes applied after version 4.2
Version 4.3	DRR 0020	Update MPD to reflect manual contact to Supplier to request that a 021 message requesting the de-registration be sent.
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 10.3	MCR 1145 – Conversion of MPDs from ARIS to document format.	ARIS Process flow converted to Visio format and Step Table included.

2. Process Map



2.1 Process Description

Process Step		Role	Process Step Description	Interface
1	Termination request sent to DSO	Customer	Customer contacts ESNB directly to request termination of an MPRN or single point unmetered connection	Email/Post/Fax
2	Receive termination request	ESBN	ESBN receives request for termination	
3	Validate request	ESBN	<p>The request will be validated according to the following rules:</p> <ul style="list-style-type: none"> • The meter point must be de-energised • The removal of connection must be permanent <p>Further to validation if:</p> <ul style="list-style-type: none"> • Request not valid - next step 4 • Request valid - next step 7 	
4	Notify customer to de-energise through Supplier or other reason for rejection	ESBN	When a request is not valid ESNB will advise the customer of the rejection and the reason for the rejection	Email/Post/Fax
5	Receive termination rejection	Customer	Customer receives notification of rejection	
6	Request meter points to be terminated	TSO	In cases where a customer has a connection to the Transmission system and has defaulted on payment a bond may be drawn upon and termination of the MPRN may be requested.	
7	Check for de-registration	ESBN	<p>ESBN will confirm if the MPRN is de-registered:</p> <ul style="list-style-type: none"> • Not De-registered - next step 8 • De-registration available - next step 10 	
8	Notify Supplier to submit de-registration request	ESBN	Where a customer has contacted DSO to request a termination and a Supplier Registration exists then a manual intervention is required from both ESNB & Supplier for de-registration to progress. The Supplier must submit a de-registration request (MM 021) and a de-registration confirmation (MM122) must issue to the Supplier before ESNB can effect termination.	Email./Post/Fax

Process Step		Role	Process Step Description	Interface
9	Receive notification	Supplier	Following contact from ESNB the Supplier will submit a de-registration request. ESNB will validate the request see MPD 21 De-Registration	
10	Update MPRN status to terminated	ESNB	<p>In addition to receiving requests for termination of MPRN, ESNB may also determine meter points to be terminated. In general these will be meter points which have been de-energised for two years or more and which have been de-registered.</p> <p>ESNB will :</p> <ul style="list-style-type: none"> • Update the MPRN status to terminated • Make termination details available • Perform meter works if required 	